

**FY 2008
State Plan
for
Title I
and
Title VI, Part B**

**Michigan Department of Labor & Economic Growth
Michigan Rehabilitation Services
201 N. Washington Square
Lansing, Michigan 48933**

<http://www.michigan.gov/mrs>

STATE PLAN
FOR THE STATE VOCATIONAL REHABILITATION SERVICES PROGRAM
AND
FOR THE STATE SUPPORTED EMPLOYMENT SERVICES PROGRAM
FISCAL YEAR 2008

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**STATE PLAN FOR THE STATE VOCATIONAL REHABILITATION SERVICES PROGRAM
AND
STATE PLAN SUPPLEMENT FOR THE STATE SUPPORTED EMPLOYMENT SERVICES
PROGRAM**

STATE: **MICHIGAN**

AGENCY: **MICHIGAN DEPARTMENT OF LABOR & ECONOMIC
GROWTH- MICHIGAN REHABILITATION SERVICES**

AGENCY TYPE: **GENERAL** **X** **BLIND** **COMBINED**

SECTION 1: STATE CERTIFICATIONS

- 1.1** The **Michigan Department of Labor and Economic Growth** (name of designated state agency or designated state unit) is authorized to submit this State Plan under Title I of the Rehabilitation Act of 1973, as amended¹ and its supplement under Title VI, Part B of the Act.²
- 1.2** As a condition for the receipt of federal funds under Title I, Part B of the Act for the provision of vocational rehabilitation services, the **Michigan Department of Labor and Economic Growth** (name of the designated State agency)³ agrees to operate and administer the State Vocational Rehabilitation Services Program in accordance with the provisions of this State Plan⁴, the Act, and all applicable regulations⁵, policies, and procedures established by the secretary. Funds made available under Section 111 of the Act are used solely for the provision of vocational rehabilitation services under Title I of the Act and the administration of the State Plan for the vocational rehabilitation services program.
- 1.3** As a condition for the receipt of federal funds under Title VI, Part B of the Act for supported employment services, the designated state agency agrees to operate and administer the State Supported Employment Services Program in accordance with the provisions of the supplement to this State Plan⁶, the Act, and all applicable regulations⁷, policies, and procedures established by the secretary. Funds made available under Title VI, Part B are used solely for the provision of supported employment services and the administration of the supplement to the Title I State Plan.
- 1.4** The designated state agency and/or the designated state unit has the authority under state law to perform the functions of the State regarding this State Plan and its supplement.
- 1.5** The state legally may carry out each provision of the State Plan and its supplement.
- 1.6** All provisions of the State Plan and its supplement are consistent with state law.
- 1.7** The **Treasurer, State of Michigan** (title of state officer) has the authority under state law to receive, hold, and disburse Federal funds made available under this State Plan and its supplement.
- 1.8** The **Director** (title of state officer) has the authority to submit this State Plan for vocational rehabilitation services and the State Plan supplement for supported employment services.

- 1.9 The agency that submits this State Plan and its supplement has adopted or otherwise formally approved the plan and its supplement.

Keith W. Cooley
(Signature)

5/8/07
(Date)

Keith W. Cooley
(Typed Name of Signatory)

Director
(Title)

- ¹ Public Law 93-112, as amended by Public Laws 93-516, 95-602, 98-221, 99-506, 100-630, 102-569, 103-073, and 105-220.
- ² Unless otherwise stated, "Act" means the Rehabilitation Act of 1973, as amended.
- ³ All references in this plan to "designated State agency" or to "the state agency" relate to the agency identified in this paragraph.
- ⁴ No funds under Title I of the Act may be awarded without an approved State Plan in accordance with Section 101(a) of the Act and 34 CFR part 361.
- ⁵ Applicable regulations include the Education Department General Administrative Regulations (EDGAR) in 34 CFR Parts 74, 76, 77, 79, 80, 81, 82, 85, and 86 and the State Vocational Rehabilitation Services Program regulations in 34 CFR Part 361.
- ⁶ No funds under Title VI, Part B of the Act may be awarded without an approved supplement to the Title I State Plan in accordance with Section 625(a) of the Act.
- ⁷ Applicable regulations include the EDGAR citations in footnote 5, 34 CFR Part 361, and 34 CFR Part 363.

CERTIFICATION REGARDING LOBBYING

Applicants must review the requirements for certification regarding lobbying included in the regulations cited below before completing this form. Applicants must sign this form to comply with the certification requirements under 34 CFR Part 82, "New Restrictions on Lobbying." This certification is a material representation of fact upon which the Department of Education relies when it makes a grant or enters into a cooperative agreement.

As required by Section 1352, Title 31 of the U.S. Code, and implemented at 34 CFR Part 82, for persons entering into a Federal contract, grant or cooperative agreement over \$100,000, as defined at 34 CFR Part 82, Sections 82.105 and 82.110, the applicant certifies that:

- (a) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the making of any Federal grant, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal grant or cooperative agreement;
- (b) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form - LLL, Disclosure Form to Report Lobbying," in accordance with its instructions;
- (c) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subgrants and contracts under grants and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

As the duly authorized representative of the applicant, I hereby certify that the applicant will comply with the above certification.

NAME OF APPLICANT

PR/AWARD NUMBER AND/OR PROJECT NAME

Michigan Department of Labor & Economic Growth - Michigan Rehabilitation Services Title I

PRINTED NAME AND TITLE OF AUTHORIZED REPRESENTATIVE

Keith W. Cooley, Director

SIGNATURE

DATE

Keith W. Cooley

5/08/07

TITLE VI, PART B.

CERTIFICATION REGARDING LOBBYING

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- (b) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form – LLL, Disclosure Form to Report Lobbying," in accordance with its instructions;
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As the duly authorized representative of the applicant, I hereby certify that the applicant will comply with the above certification.

NAME OF APPLICANT

PR/AWARD NUMBER AND/OR PROJECT NAME

Michigan Department of Labor & Economic Growth – Michigan Rehabilitation Services

Title VI, Part B

PRINTED NAME AND TITLE OF AUTHORIZED REPRESENTATIVE

Keith W. Cooley, Director

SIGNATURE

DATE

Keith W. Cooley

5/08/07

SECTION 2: PUBLIC COMMENT ON STATE PLAN POLICIES AND PROCEDURES**2.1 Public participation requirements.** (Section 101(a)(16)(A) of the Act; 34 CFR 361.10(d), .20(a), (b), (d); and 363.11(g)(9))**(a) Conduct of public meetings.**

The designated state agency, prior to the adoption of any substantive policies or procedures governing the provision of vocational rehabilitation services under the State Plan and supported employment services under the supplement to the State Plan, including making any substantive amendments to the policies and procedures, conducts public meetings throughout the state to provide the public, including individuals with disabilities, an opportunity to comment on the policies or procedures.

(b) Notice requirements.

The designated state agency, prior to conducting the public meetings, provides appropriate and sufficient notice throughout the state of the meetings in accordance with state law governing public meetings, or, in the absence of state law governing public meetings, procedures developed by the state agency in consultation with the State Rehabilitation Council, if the agency has a Council.

(c) Special consultation requirements.

The state agency actively consults with the director of the Client Assistance Program, the State Rehabilitation Council, if the agency has a Council, and, as appropriate, Indian tribes, tribal organizations, and native Hawaiian organizations on its policies and procedures governing the provision of vocational rehabilitation services under the State Plan and supported employment services under the supplement to the State Plan.

SECTION 3: SUBMISSION OF THE STATE PLAN AND ITS SUPPLEMENT**3.1 Submission and revisions of the State Plan and its supplement.** (Sections 101(a)(1), (23) and 625(a)(1) of the Act; Section 501 of the Workforce Investment Act; 34 CFR 76.140; 361.10(e), (f), and (g); and 363.10)

- (a) The state submits to the commissioner of the Rehabilitation Services Administration the State Plan and its supplement on the same date that the state submits either a State Plan under Section 112 of the Workforce Investment Act of 1998 or a state unified plan under Section 501 of that Act.
- (b) The state submits only those policies, procedures, or descriptions required under this State Plan and its supplement that have not been previously submitted to and approved by the commissioner.
- (c) The state submits to the commissioner at such time and in such manner as the commissioner determines to be appropriate, reports containing annual updates of the information relating to the:
 - (1) Comprehensive system of personnel development;
 - (2) Assessments, estimates, goals and priorities, and reports of progress;
 - (3) Innovation and expansion activities; and
 - (4) Other updates of information required under Title I, Part B or Title VI, Part B of the Act that are requested by the commissioner.
- (d) The State Plan and its supplement are in effect subject to the submission of modifications the state determines to be necessary or the commissioner requires based on a change in state policy, a change in federal law, including regulations, an interpretation of the Act by a federal court or the highest court of the state, or a finding by the commissioner of state noncompliance with the requirements of the Act, 34 CFR 361, or 34 CFR 363.

3.2 Supported employment State plan supplement. (Sections 101(a)(22) and 625(a) of the Act; 34 CFR 361.34 and 363.10)

- (a) The state has an acceptable plan for carrying out Part B of Title VI of the Act that provides for the use of funds under that part to supplement funds made available under Part B of Title I of the Act for the cost of services leading to supported employment.
- (b) The supported employment State Plan, including any needed annual revisions, is submitted as a supplement to the State Plan.

SECTION 4: ADMINISTRATION OF THE STATE PLAN**4.1 Designated state agency and designated state unit.** (Section 101(a)(2) of the Act; 34 CFR 361.13(a) and (b))**(a) Designated state agency.**

- (1) There is a state agency designated as the sole state agency to administer the State Plan or to supervise its administration in a political subdivision of the state by a sole local agency.
- (2) The designated state agency is:
 - (A) a state agency that is primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities; or
 - (B) X a state agency that is not primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities and includes a vocational rehabilitation unit as provided in paragraph (b) of this section.
- (3) In American Samoa, the designated state agency is the governor.

(b) Designated state unit.

- (1) If the designated state agency is not primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities, in accordance with subparagraph 4.1(a)(2)(B) of this section the state agency includes a vocational rehabilitation bureau, division, or unit that:
 - (A) Is primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities and is responsible for the administration of the designated state agency's vocational rehabilitation program under the State Plan;
 - (B) Has a full-time director;
 - (C) Has a staff, at least 90 percent of whom are employed full-time on the rehabilitation work of the organizational unit; and
 - (D) Is located at an organizational level and has an organizational status within the designated state agency comparable to that of other major organizational units of the designated state agency.
- (2) The name of the designated state vocational rehabilitation unit is Michigan Rehabilitation Services.

4.2 State independent commission or State Rehabilitation Council. (Sections 101(a)(21) and 105 of the Act; 34 CFR 361.16 and .17)

The State Plan must contain one of the following assurances.

(a) The designated state agency is an independent state commission that:

- (1) Is responsible under state law for operating, or overseeing the operation of, the vocational rehabilitation program in the state and is primarily concerned with the vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities in accordance with subparagraph 4.1(a)(2)(A) of this section.
- (2) Is consumer-controlled by persons who:
 - (A) Are individuals with physical or mental impairments that substantially limit major life activities; and
 - (B) Represent individuals with a broad range of disabilities, unless the designated state unit under the direction of the commission is the state agency for individuals who are blind;
- (3) Includes family members, advocates, or other representatives of individuals with mental impairments; and
- (4) Undertakes the functions set forth in Section 105(c)(4) of the Act and 34 CFR 361.17(h)(4).

or

(b) X The state has established a State Rehabilitation Council that meets the criteria set forth in Section 105 of the Act and 34 CFR 361.17 and the designated state unit:

- (1) Jointly with the State Rehabilitation Council develops, agrees to, and reviews annually state goals and priorities, and jointly submits to the commissioner annual reports of progress, in accordance with the provisions of Section 101(a)(15) of the Act, 34 CFR 361.29, and subsection 4.11 of this State Plan;
- (2) Regularly consults with the State Rehabilitation Council regarding the development, implementation, and revision of state policies and procedures of general applicability pertaining to the provision of vocational rehabilitation services;
- (3) Includes in the State Plan and in any revision to the State Plan, a summary of input provided by the State Rehabilitation Council, including recommendations from the annual report of the Council described in Section 105(c)(5) of the Act and 34 CFR 361.17(h)(5), the review and analysis of consumer satisfaction described in Section 105(c)(4) of the Act and 34 CFR 361.17(h)(4), and other reports prepared by the Council, and the response of the designated state unit to the input and recommendations, including explanations for rejecting any input or recommendation; and
- (4) Transmits to the Council:
 - (A) All plans, reports, and other information required under 34 CFR 361 to be submitted to the

commissioner;

- (B) All policies and information on all practices and procedures of general applicability provided to or used by rehabilitation personnel in carrying out this State Plan and its supplement; and
- (C) Copies of due process hearing decisions issued under 34 CFR 361.57, which are transmitted in such a manner as to ensure that the identity of the participants in the hearings is kept confidential.

(c) *If the designated state unit has a State Rehabilitation Council, Attachment 4.2(c)* provides a summary of the input provided by the Council consistent with the provisions identified in subparagraph (b)(3) of this section; the response of the designated state unit to the input and recommendations; and, explanations for the rejection of any input or any recommendation.

4.3 Consultations regarding the administration of the State Plan. (Section 101(a)(16)(B) of the Act; 34 CFR 361.21)

The designated state agency takes into account, in connection with matters of general policy arising in the administration of the plan and its supplement, the views of:

- (a) Individuals and groups of individuals who are recipients of vocational rehabilitation services, or, as appropriate, the individuals' representatives;
- (b) Personnel working in programs that provide vocational rehabilitation services to individuals with disabilities;
- (c) Providers of vocational rehabilitation services to individuals with disabilities;
- (d) The director of the Client Assistance Program; and
- (e) The State Rehabilitation Council, if the state has a Council.

4.4 Nonfederal share. (Sections 7(14) and 101(a)(3) of the Act; 34 CFR 80.24 and 361.60)

The nonfederal share of the cost of carrying out this State Plan is 21.3 percent and is provided through the financial participation by the state, or if the state elects, by the state and local agencies.

4.5 Local administration. (Sections 7(24) and 101(a)(2)(A) of the Act; 34 CFR 361.5(b)(47) and .15)

The State Plan provides for the administration of the plan by a local agency. **Yes** **No** **X**

If "Yes", the designated state agency:

- (a) Ensures that each local agency is under the supervision of the designated state unit with the sole local agency, as that term is defined in Section 7(24) of the Act and 34 CFR 361.5(b)(47), responsible for the administration of the vocational rehabilitation program within the political subdivision that it serves; and

- (b) Develops methods that each local agency will use to administer the vocational rehabilitation program, in accordance with the State Plan.

4.6 Shared funding and administration of joint programs. (Section 101(a)(2)(A)(ii) of the Act; 34 CFR 361.27)

The State Plan provides for the state agency to share funding and administrative responsibility with another state agency or local public agency to carry out a joint program to provide services to individuals with disabilities. **Yes** **No** **X**
If "Yes", the designated state agency submits to the commissioner for approval a plan that describes its shared funding and administrative arrangement. The plan must include:

- (a) A description of the nature and scope of the joint program;
- (b) The services to be provided under the joint program;
- (c) The respective roles of each participating agency in the administration and provision of services; and
- (d) The share of the costs to be assumed by each agency.

4.7 Statewideness and waivers of statewideness. (Section 101(a)(4) of the Act; 34 CFR 361.25, .26, and .60(b)(3)(i) and (ii))

- (a) Services provided under the State Plan are available in all political subdivisions of the state.
- (b) The state unit may provide services in one or more political subdivisions of the state that increase services or expand the scope of services that are available statewide under this State Plan if the:
 - (1) Nonfederal share of the cost of these services is met from funds provided by a local public agency, including funds contributed to a local public agency by a private agency, organization, or individual;
 - (2) Services are likely to promote the vocational rehabilitation of substantially larger numbers of individuals with disabilities or of individuals with disabilities with particular types of impairments; and
 - (3) State, for purposes other than the establishment of a community rehabilitation program or the construction of a particular facility for community rehabilitation program purposes, requests in **Attachment 4.7(b)(3)** a waiver of the statewideness requirement in accordance with the following requirements:
 - (A) Identification of the types of services to be provided;
 - (B) Written assurance from the local public agency that it will make available to the state unit the nonfederal share of funds;
 - (C) Written assurance that state unit approval will be obtained for each proposed service before it is put into effect; and
 - (D) Written assurance that all other State Plan requirements, including a state's order of selection, will apply to all services approved under the waiver.

- (c) Contributions, consistent with the requirements of 34 CFR 361.60(b)(3)(ii), by private entities of earmarked funds for particular geographic areas within the state may be used as part of the nonfederal share without the state requesting a waiver of the statewideness requirement provided that the state notifies the commissioner that it cannot provide the full nonfederal share without using the earmarked funds.

4.8 Cooperation, collaboration, and coordination. (Sections 101(a)(11), (24)(B), and 625(b)(4) and (5) of the Act; 34 CFR 361.22, .23, .24, and .31, and 363.11(e))

(a) Cooperative agreements with other components of statewide workforce investment system.

The designated state agency or the designated state unit has cooperative agreements with other entities that are components of the statewide workforce investment system and replicates those agreements at the local level between individual offices of the designated state unit and local entities carrying out the One-Stop service delivery system or other activities through the statewide workforce investment system.

(b) Cooperation and coordination with other agencies and entities.

Attachment 4.8(b) (1)-(4) describes the designated state agency's:

- (1) Cooperation with and use of the services and facilities of the federal, state, and local agencies and programs, including programs carried out by the undersecretary for Rural Development of the United States Department of Agriculture and state use contracting programs, to the extent that those agencies and programs are not carrying out activities through the statewide workforce investment system;
- (2) Coordination, in accordance with the requirements of paragraph 4.8(c) of this section, with education officials to facilitate the transition of students with disabilities from school to the receipt of vocational rehabilitation services;
- (3) Establishment of cooperative agreements with private non-profit vocational rehabilitation service providers, in accordance with the requirements of paragraph 5.10(b) of the State Plan; and,
- (4) Efforts to identify and make arrangements, including entering into cooperative agreements, with other state agencies and entities with respect to the provision of supported employment and extended services for individuals with the most significant disabilities, in accordance with the requirements of subsection 6.5 of the supplement to this State Plan.

(c) Coordination with education officials.

- (1) **Attachment 4.8(b)(2)** describes the plans, policies, and procedures for coordination between the designated state agency and education officials responsible for the public education of students with disabilities that are designed to facilitate the transition of the students who are individuals with disabilities from the receipt of

educational services in school to the receipt of vocational rehabilitation services under the responsibility of the designated state agency.

(2) The State Plan description must:

- (A) Provide for the development and approval of an individualized plan for employment in accordance with 34 CFR 361.45 as early as possible during the transition planning process but, at the latest, before each student determined to be eligible for vocational rehabilitation services leaves the school setting or, if the designated state unit is operating on an order of selection, before each eligible student able to be served under the order leaves the school setting; and
- (B) Include information on a formal interagency agreement with the state educational agency that, at a minimum, provides for:
 - (i) Consultation and technical assistance to assist educational agencies in planning for the transition of students with disabilities from school to post-school activities, including vocational rehabilitation services;
 - (ii) Transition planning by personnel of the designated state agency and the educational agency for students with disabilities that facilitates the development and completion of their individualized education programs under Section 614(d) of the Individuals with Disabilities Education Act;
 - (iii) Roles and responsibilities, including financial responsibilities, of each agency, including provisions for determining state lead agencies and qualified personnel responsible for transition services; and
 - (iv) Procedures for outreach to students with disabilities as early as possible during the transition planning process and identification of students with disabilities who need transition services.

(d) **Coordination with statewide independent living council and independent living centers.**

The designated state unit, the Statewide Independent Living Council established under Section 705 of the Act and 34 CFR 364, and the independent living centers described in Part C of Title VII of the Act and 34 CFR 366 have developed working relationships and coordinate their activities.

(e) **Cooperative agreement with recipients of grants for services to American Indians.**

- (1) There is in the state a recipient(s) of a grant under Part C of Title I of the Act for the provision of vocational rehabilitation services for American Indians who are individuals with disabilities residing on or near federal and state reservations.

Yes X No

- (2) If "Yes", the designated state agency has entered into a formal cooperative agreement that meets the following requirements with each grant recipient in the state that receives funds under Part C of Title I of the Act.

- (A) Strategies for interagency referral and information sharing that will assist in eligibility determinations and the development of individualized plans for employment;
- (B) Procedures for ensuring that American Indians who are individuals with disabilities and are living near a reservation or tribal service area are provided vocational rehabilitation services; and
- (C) Provisions for sharing resources in cooperative studies and assessments, joint training activities, and other collaborative activities designed to improve the provision of services to American Indians who are individuals with disabilities.

4.9 Methods of administration. (Section 101(a)(6) of the Act; 34 CFR 361.12, .19 and, .51(a) and (b))

(a) **In general.**

The state agency employs methods of administration, including procedures to ensure accurate data collection and financial accountability, found by the commissioner to be necessary for the proper and efficient administration of the plan and for carrying out all the functions for which the state is responsible under the Plan and 34 CFR 361.

(b) **Employment of individuals with disabilities.**

The designated state agency and entities carrying out community rehabilitation programs in the state, who are in receipt of assistance under Part B of Title I of the Act and this State Plan, take affirmative action to employ and advance in employment qualified individuals with disabilities covered under and on the same terms and conditions as set forth in Section 503 of the Act.

(c) **Facilities.**

Any facility used in connection with the delivery of services assisted under this State Plan meets program accessibility requirements consistent with the provisions, as applicable, of the Architectural Barriers Act of 1968, Section 504 of the Act, the Americans with Disabilities Act of 1990, and the regulations implementing these laws.

4.10 Comprehensive system of personnel development. (Section 101(a)(7) of the Act; 34 CFR 361.18)

Attachment 4.10 describes the designated state agency's procedures and activities to establish and maintain a comprehensive system of personnel development designed to ensure an adequate supply of qualified state rehabilitation professional and paraprofessional personnel for the designated state unit. The description includes the following:

(a) **Data system on personnel and personnel development.**

Development and maintenance of a system for collecting and analyzing on an annual basis data on qualified personnel needs and personnel development with respect to:

(1) **Qualified personnel needs.**

- (A) The number of personnel who are employed by the state agency in the provision of vocational rehabilitation services in relation to the number of individuals served, broken down by personnel category;
 - (B) The number of personnel currently needed by the state agency to provide vocational rehabilitation services, broken down by personnel category; and
 - (C) Projections of the number of personnel, broken down by personnel category, who will be needed by the state agency to provide vocational rehabilitation services in the state in 5 years based on projections of the number of individuals to be served, including individuals with significant disabilities, the number of personnel expected to retire or leave the field, and other relevant factors.
- (2) **Personnel development.**
 - (A) A list of the institutions of higher education in the state that are preparing vocational rehabilitation professionals, by type of program;
 - (B) The number of students enrolled at each of those institutions, broken down by type of program; and
 - (C) The number of students who graduated during the prior year from each of those institutions with certification or licensure, or with the credentials for certification or licensure, broken down by the personnel category for which they have received, or have the credentials to receive, certification or licensure.
- (b) **Plan for recruitment, preparation, and retention of qualified personnel.**
Development, updating on an annual basis, and implementation of a plan to address the current and projected needs for qualified personnel based on the data collection and analysis system described in paragraph (a) of this subsection and that provides for the coordination and facilitation of efforts between the designated state unit and institutions of higher education and professional associations to recruit, prepare, and retain personnel who are qualified in accordance with paragraph (c) of this subsection, including personnel from minority backgrounds and personnel who are individuals with disabilities.
- (c) **Personnel standards.**
Policies and procedures for the establishment and maintenance of personnel standards to ensure that designated state unit professional and paraprofessional personnel are appropriately and adequately prepared and trained, including:
 - (1) Standards that are consistent with any national or state-approved or -recognized certification, licensing, registration, or,
in the absence of these requirements, other comparable requirements (including state personnel requirements) that apply to the profession or discipline in which such personnel are providing vocational rehabilitation services.

- (2) To the extent that existing standards are not based on the highest requirements in the state applicable to a particular profession or discipline, the steps the state is currently taking and the steps the State Plans to take in accordance with the written plan to retrain or hire personnel within the designated state unit to meet standards that are based on the highest requirements in the state, including measures to notify designated state unit personnel, the institutions of higher education identified in subparagraph (a)(2), and other public agencies of these steps and the timelines for taking each step.
 - (3) The written plan required by subparagraph (c)(2) describes the following:
 - (A) Specific strategies for retraining, recruiting, and hiring personnel;
 - (B) The specific time period by which all state unit personnel will meet the standards required by subparagraph (c)(1);
 - (C) Procedures for evaluating the designated state unit's progress in hiring or retraining personnel to meet applicable personnel standards within the established time period; and
 - (D) The identification of initial minimum qualifications that the designated state unit will require of newly hired personnel when the state unit is unable to hire new personnel who meet the established personnel standards and the identification of a plan for training such individuals to meet the applicable standards within the time period established for all state unit personnel to meet the established personnel standards.
- (d) **Staff development.**
Policies, procedures, and activities to ensure that all personnel employed by the designated state unit receive appropriate and adequate training. The narrative describes the following:
 - (1) A system of staff development for professionals and paraprofessionals within the designated state unit, particularly with respect to assessment, vocational counseling, job placement, and rehabilitation technology.
 - (2) Procedures for the acquisition and dissemination to designated state unit professionals and paraprofessionals significant knowledge from research and other sources.
- (e) **Personnel to address individual communication needs.**
Availability of personnel within the designated state unit or obtaining the services of other individuals who are able to communicate in the native language of applicants or eligible individuals who have limited English speaking ability or in appropriate modes of communication with applicants or eligible individuals.
- (f) **Coordination of personnel development under the Individuals with Disabilities Education Act.**
Procedures and activities to coordinate the designated state unit's comprehensive system of personnel development with personnel development under the Individuals with Disabilities Education Act.

4.11. Statewide assessment; annual estimates; annual state goals and priorities; strategies; and progress reports. (Sections 101(a)(15), 105(c)(2) and 625(b)(2) of the Act; 34 CFR 361.17(h)(2), .29, and 363.11(b))

(a) Comprehensive statewide assessment.

(1) Attachment 4.11(a) documents the results of a comprehensive, statewide assessment, jointly conducted every 3 years by the designated state unit and the State Rehabilitation Council (if the state has such a Council). The assessment describes:

(A) The rehabilitation needs of individuals with disabilities residing within the state, particularly the vocational rehabilitation services needs of:

- (i)** Individuals with the most significant disabilities, including their need for supported employment services;
- (ii)** Individuals with disabilities who are minorities and individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program carried out under this State Plan; and
- (iii)** Individuals with disabilities served through other components of the statewide workforce investment system.

(B) The need to establish, develop, or improve community rehabilitation programs within the state.

(2) For any year in which the state updates the assessments, the designated state unit submits to the commissioner a report containing information regarding updates to the assessments.

(b) Annual estimates.

Attachment 4.11(b) identifies on an annual basis state estimates of the:

- (1)** Number of individuals in the state who are eligible for services under the Plan;
- (2)** Number of eligible individuals who will receive services provided with funds provided under Part B of Title I of the Act and under Part B of Title VI of the Act, including, if the designated state agency uses an order of selection in accordance with subparagraph 5.3(b)(2) of this State Plan, estimates of the number of individuals to be served under each priority category within the order; and
- (3)** Costs of the services described in subparagraph (b)(1), including, if the designated state agency uses an order of selection, the service costs for each priority category within the order.

(c) Goals and priorities.

(1) Attachment 4.11(c)(1) identifies the goals and priorities of the state that are jointly developed or revised, as applicable, with and agreed to by the State Rehabilitation Council, if the agency has a Council, in carrying out the vocational rehabilitation and supported employment programs.

- (2) The designated state agency submits to the commissioner a report containing information regarding any revisions in the goals and priorities for any year the state revises the goals and priorities.
 - (3) **Order of selection.**
If the state agency implements an order of selection, consistent with subparagraph 5.3(b)(2) of the State Plan, **Attachment 4.11(c)(3):**
 - (A) Shows the order to be followed in selecting eligible individuals to be provided vocational rehabilitation services;
 - (B) Provides a justification for the order; and
 - (C) Identifies the service and outcome goals, and the time within which these goals may be achieved for individuals in each priority category within the order.
 - (4) **Goals and plans for distribution of Title VI, Part B funds.**
Attachment 4.11(c)(4) specifies, consistent with subsection 6.4 of the State Plan supplement, the state's goals and priorities with respect to the distribution of funds received under Section 622 of the Act for the provision of supported employment services.
- (d) **Strategies.**
- (1) **Attachment 4.11(d)** describes the strategies, including:
 - (A) The methods to be used to expand and improve services to individuals with disabilities, including how a broad range of assistive technology services and assistive technology devices will be provided to those individuals at each stage of the rehabilitation process and how those services and devices will be provided to individuals with disabilities on a statewide basis;
 - (B) Outreach procedures to identify and serve individuals with disabilities who are minorities, including those with the most significant disabilities in accordance with subsection 6.6 of the State Plan supplement, and individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program;
 - (C) As applicable, the plan of the state for establishing, developing, or improving community rehabilitation programs;
 - (D) Strategies to improve the performance of the state with respect to the evaluation standards and performance indicators established pursuant to Section 106 of the Act; and
 - (E) Strategies for assisting other components of the statewide workforce investment system in assisting individuals with disabilities.
 - (2) **Attachment 4.11 (d)** describes how the designated state agency uses these strategies to:
 - (A) Address the needs identified in the assessment conducted under paragraph 4.11(a) and achieve the goals and priorities identified in the State Plan attachments under paragraph 4.11(c);

- (B) Support the innovation and expansion activities identified in subparagraph 4.12(a)(1) and (2) of the Plan; and
 - (C) Overcome identified barriers relating to equitable access to and participation of individuals with disabilities in the State Vocational Rehabilitation Services Program and State Supported Employment Services Program.
 - (e) **Evaluation and reports of progress.**
 - (1) The designated state unit and the State Rehabilitation Council, if the state unit has a Council, jointly submits to the commissioner an annual report on the results of an evaluation of the effectiveness of the vocational rehabilitation program and the progress made in improving the effectiveness of the program from the previous year.
 - (2) **Attachment 4.11(e)(2):**
 - (A) Provides an evaluation of the extent to which the goals identified in **Attachment 4.11(c)(1)** and, if applicable, **Attachment 4.11(c)(3)** were achieved;
 - (B) Identifies the strategies that contributed to the achievement of the goals and priorities;
 - (C) Describes the factors that impeded their achievement, to the extent they were not achieved;
 - (D) Assesses the performance of the state on the standards and indicators established pursuant to Section 106 of the Act; and
 - (E) Provides a report consistent with paragraph 4.12(c) of the plan on how the funds reserved for innovation and expansion activities were utilized in the preceding year.
- 4.12 Innovation and expansion.** (Section 101(a)(18) of the Act; 34 CFR 361.35)
- (a) The designated state agency reserves and uses a portion of the funds allotted to the state under Section 110 of the Act for the:
 - (1) Development and implementation of innovative approaches to expand and improve the provision of vocational rehabilitation services to individuals with disabilities under this State Plan, particularly individuals with the most significant disabilities, consistent with the findings of the statewide assessment identified in **Attachment 4.11(a)** and goals and priorities of the state identified in **Attachments 4.11(c)(1)** and, if applicable, **Attachment 4.11(c)(3)**; and
 - (2) Support of the funding for the State Rehabilitation Council, if the state has such a Council, consistent with the resource plan prepared under Section 105(d)(1) of the Act and 34 CFR 361.17(i), and the funding of the Statewide Independent Living Council, consistent with the resource plan prepared under Section 705(e)(1) of the Act and 34 CFR 364.21(i).
 - (b) **Attachment 4.11 (d)** describes how the reserved funds identified in subparagraph 4.12(a)(1) and (2) will be utilized.

(c) **Attachment 4.11(e)(2)** describes how the reserved funds were utilized in the preceding year.

4.13 Reports. (Section 101(a)(10) of the Act; 34 CFR 361.40)

- (a) The designated state unit submits reports in the form and level of detail and at the time required by the commissioner regarding applicants for and eligible individuals receiving services under the State Plan.
- (b) Information submitted in the reports provides a complete count, unless sampling techniques are used, of the applicants and eligible individuals in a manner that permits the greatest possible cross-classification of data and protects the confidentiality of the identity of each individual.

SECTION 5: ADMINISTRATION OF THE PROVISION OF VOCATIONAL REHABILITATION SERVICES**5.1 Information and referral services.** (Sections 101(a)(5)(D) and (20) of the Act; 34 CFR 361.37)

The designated state agency has implemented an information and referral system that is adequate to ensure that individuals with disabilities, including individuals who do not meet the agency's order of selection criteria for receiving vocational rehabilitation services, if the agency is operating on an order of selection, are provided accurate vocational rehabilitation information and guidance, including counseling and referral for job placement, using appropriate modes of communication, to assist such individuals in preparing for, securing, retaining, or regaining employment, and are referred to other appropriate federal and state programs, including other components of the statewide workforce investment system in the state.

5.2 Residency. (Section 101(a)(12) of the Act; 34 CFR 361.42(c)(1))

The designated state unit imposes no duration of residence requirement as part of determining an individual's eligibility for vocational rehabilitation services or that excludes from services under the plan any individual who is present in the state.

5.3 Ability to serve all eligible individuals; order of selection for services. (Sections 12(d) and 101(a)(5) of the Act; 34 CFR 361.36)

- (a) The designated state unit is able to provide the full range of services listed in Section 103(a) of the Act and 34 CFR 361.48, as appropriate, to all eligible individuals with disabilities in the state who apply for services.
Yes X No
- (b) **If "No":**
- (1) Individuals with the most significant disabilities, in accordance with criteria established by the state, are selected first for vocational rehabilitation services before other individuals with disabilities.
 - (2) **Attachment 4.11(c)(3):**
 - (A) Shows the order to be followed in selecting eligible individuals to be provided vocational rehabilitation services;
 - (B) Provides a justification for the order of selection; and
 - (C) Identifies the state's service and outcome goals and the time within which these goals may be achieved for individuals in each priority category within the order.
 - (3) Eligible individuals who do not meet the order of selection criteria have access to the services provided through the designated state unit's information and referral system established under Section 101(a)(20) of the Act, 34 CFR 361.37, and subsection 5.1 of this State Plan.

5.4 Availability of comparable services and benefits. (Sections 101(a)(8) and 103(a) of the Act; 34 CFR 361.53)

- (a) Prior to providing any vocational rehabilitation services, except those services identified in paragraph (b), to an eligible individual, or to members of the individual's family, the state unit determines whether comparable services and benefits exist under any other program and whether those services and benefits are available to the individual.
- (b) The following services are exempt from a determination of the availability of comparable services and benefits:
- (1) Assessment for determining eligibility and vocational rehabilitation needs by qualified personnel, including, if appropriate, an assessment by personnel skilled in rehabilitation technology;
 - (2) Counseling and guidance, including information and support services to assist an individual in exercising informed choice consistent with the provisions of Section 102(d) of the Act;
 - (3) Referral and other services to secure needed services from other agencies, including other components of the statewide workforce investment system, through agreements developed under Section 101(a)(11) of the Act, if such services are not available under this State Plan;

- (4) Job-related services, including job search and placement assistance, job retention services, follow-up services, and follow-along services;
 - (5) Rehabilitation technology, including telecommunications, sensory, and other technological aids and devices; and
 - (6) Post-employment services consisting of the services listed under subparagraphs (1) through (5) of this paragraph.
- (c) The requirements of paragraph (a) of this section do not apply if the determination of the availability of comparable services and benefits under any other program would interrupt or delay:
 - (1) Progress of the individual toward achieving the employment outcome identified in the individualized plan for employment;
 - (2) An immediate job placement; or
 - (3) Provision of vocational rehabilitation services to any individual who is determined to be at extreme medical risk, based on medical evidence provided by an appropriate qualified medical professional.
- (d) The governor in consultation with the designated state vocational rehabilitation agency and other appropriate agencies ensures that an interagency agreement or other mechanism for interagency coordination that meets the requirements of Section 101(a)(8)(B)(i)-(iv) of the Act takes effect between the designated state unit and any appropriate public entity, including the state Medicaid program, a public institution of higher education, and a component of the statewide workforce investment system to ensure the provision of the vocational rehabilitation services identified in Section 103(a) of the Act and 34 CFR 361.48, other than the services identified in paragraph (b) of this section, that are included in the individualized plan for employment of an eligible individual, including the provision of those vocational rehabilitation services during the pendency of any dispute that may arise in the implementation of the interagency agreement or other mechanism for interagency coordination.

5.5 Individualized plan for employment. (Section 101(a)(9) of the Act; 34 CFR 361.45 and .46)

- (a) An individualized plan for employment meeting the requirements of Section 102(b) of the Act and 34 CFR 361.45 and .46 is developed and implemented in a timely manner for each individual determined to be eligible for vocational rehabilitation services, except if the state has implemented an order of selection, an individualized plan for employment is developed and implemented for each individual to whom the designated state unit is able to provide vocational rehabilitation services.
- (b) Services to an eligible individual are provided in accordance with the provisions of the individualized plan for employment.

5.6 Opportunity to make informed choices regarding the selection of services and providers. (Sections 101(a)(19) and 102(d) of the Act; 34 CFR 361.52)

Applicants and eligible individuals, or, as appropriate, their representatives, are provided information and support services to assist in exercising informed choice throughout the rehabilitation process, consistent with the provisions of Section 102(d) of the Act and 34 CFR 361.52.

5.7 Services to American Indians. (Section 101(a)(13) of the Act; 34 CFR 361.30)

The designated state unit provides vocational rehabilitation services to American Indians who are individuals with disabilities residing in the state to the same extent as the designated state agency provides such services to other significant populations of individuals with disabilities residing in the state.

5.8 Annual review of individuals in extended employment or other employment under special certificate provisions of the fair labor standards act of 1938. (Section 101(a)(14) of the Act; 34 CFR 361.55)

- (a) The designated state unit conducts an annual review and reevaluation of the status of each individual with a disability served under this State Plan:
 - (1) Who has achieved an employment outcome in which the individual is compensated in accordance with Section 14(c) of the Fair Labor Standards Act (29 U.S.C. 214(c)); or
 - (2) Whose record of services is closed while the individual is in extended employment on the basis that the individual is unable to achieve an employment outcome in an integrated setting or that the individual made an informed choice to remain in extended employment.
- (b) The designated state unit carries out the annual review and reevaluation for 2 years after the individual's record of services is closed (and thereafter if requested by the individual or, if appropriate, the individual's representative), to determine the interests, priorities, and needs of the individual with respect to competitive employment or training for competitive employment.
- (c) The designated state unit makes maximum efforts, including the identification and provision of vocational rehabilitation services, reasonable accommodations, and other necessary support services, to assist the individuals described in paragraph (a) in engaging in competitive employment.
- (d) The individual with a disability, or, if appropriate, the individual's representative, has input into the review and reevaluation, and through signed acknowledgement attests that the review and reevaluation have been conducted.

5.9 Use of Title I funds for construction of facilities. (Sections 101(a)(17) and 103(b)(2)(A) of the Act; 34 CFR 361.49(a)(1), .61 and .62(b))

If the state elects to construct, under special circumstances, facilities for community rehabilitation programs, the following requirements are met:

- (a) The federal share of the cost of construction for facilities for a fiscal year does not exceed an amount equal to 10 percent of the state's allotment under Section 110 of the Act for that fiscal year.
- (b) The provisions of Section 306 of the Act that were in effect prior to the enactment of the Rehabilitation Act Amendments of 1998 apply to such construction.
- (c) There is compliance with the requirements in 34 CFR 361.62(b) that ensure the use of the construction authority will not reduce the efforts of the designated state agency in providing other vocational rehabilitation services, other than the establishment of facilities for community rehabilitation programs.

5.10 Contracts and cooperative agreements. (Section 101(a)(24) of the Act; 34 CFR 361.31 and .32)

- (a) **Contracts with for-profit organizations.**
The designated state agency has the authority to enter into contracts with for-profit organizations for the purpose of providing, as vocational rehabilitation services, on-the-job training and related programs for individuals with disabilities under Part A of Title VI of the Act, upon the determination by the designated state agency that for-profit organizations are better qualified to provide vocational rehabilitation services than non-profit agencies and organizations.
- (b) **Cooperative agreements with private non-profit organizations.**
Attachment 4.8(b)(3) describes the manner in which the designated state agency establishes cooperative agreements with private non-profit vocational rehabilitation service providers.

STATE PLAN SUPPLEMENT FOR THE STATE SUPPORTED EMPLOYMENT SERVICES PROGRAM**SECTION 6: PROGRAM ADMINISTRATION**

- 6.1 Designated state agency.** (Section 625(b)(1) of the Act; 34 CFR 363.11(a))
The designated state agency for vocational rehabilitation services identified in paragraph 1.2 of the Title I State Plan is the state agency designated to administer the State Supported Employment Services Program authorized under Title VI, Part B of the Act.
- 6.2 Statewide assessment of supported employment services needs.** (Section 625(b)(2) of the Act; 34 CFR 363.11(b))
Attachment 4.11(a) describes the results of the comprehensive, statewide needs assessment conducted under Section 101(a)(15)(a)(1) of the Act and subparagraph 4.11(a)(1) of the Title I State Plan with respect to the rehabilitation needs of individuals with most significant disabilities and their need for supported employment services, including needs related to coordination.
- 6.3 Quality, scope, and extent of supported employment services.** (Section 625(b)(3) of the Act; 34 CFR 363.11(c) and .50(b)(2))
Attachment 6.3 describes the quality, scope, and extent of supported employment services to be provided to individuals with the most significant disabilities who are eligible to receive supported employment services. The description also addresses the timing of the transition to extended services to be provided by relevant state agencies, private non-profit organizations, or other sources following the cessation of supported employment service provided by the designated state agency.
- 6.4 Goals and plans for distribution of Title VI, Part B funds.** (Section 625(b)(3) of the Act; 34 CFR 363.11(d) and .20)
Attachment 4.11(c)(4) identifies the state's goals and plans with respect to the distribution of funds received under Section 622 of the Act.
- 6.5 Evidence of collaboration with respect to supported employment services and extended services.** (Sections 625(b)(4) and (5) of the Act; 34 CFR 363.11(e))
Attachment 4.8(b)(4) describes the efforts of the designated state agency to identify and make arrangements, including entering into cooperative agreements, with other state agencies and other appropriate entities to assist in

the provision of supported employment services and other public or nonprofit agencies or organizations within the state, employers, natural supports, and other entities with respect to the provision of extended services.

6.6 Minority outreach. (34 CFR 363.11(f))

Attachment 4.11(d) includes a description of the designated state agency's outreach procedures for identifying and serving individuals with the most significant disabilities who are minorities.

6.7 Reports. (Sections 625(b)(8) and 626 of the Act; 34 CFR 363.11(h) and .52)

The designated state agency submits reports in such form and in accordance with such procedures as the commissioner may require and collects the information required by Section 101(a)(10) of the Act separately for individuals receiving supported employment services under Part B of Title VI and individuals receiving supported employment services under Title I of the Act.

SECTION 7: FINANCIAL ADMINISTRATION

- 7.1 Five percent limitation on administrative costs.** (Section 625(b)(7) of the Act; 34 CFR 363.11(g)(8))
The designated state agency expends no more than five percent of the state's allotment under Section 622 of the Act for administrative costs in carrying out the State Supported Employment Services Program.
- 7.2 Use of funds in providing services.** (Sections 623 and 625(b)(6)(A) and (D) of the Act; 34 CFR 363.6(c)(2)(iv), .11(g)(1) and (4))
- (a) Funds made available under Title VI, Part B of the Act are used by the designated state agency only to provide supported employment services to individuals with the most significant disabilities who are eligible to receive such services.
 - (b) Funds provided under Title VI, Part B are used only to supplement, and not supplant, the funds provided under Title I, Part B, of the Act, in providing supported employment services specified in the individualized plan for employment.
 - (c) Funds provided under Part B of Title VI or Title I of the Act are not used to provide extended services to individuals who are eligible under Part B of Title VI or Title I of the Act.

SECTION 8: PROVISION OF SUPPORTED EMPLOYMENT SERVICES

8.1 Scope of supported employment services. (Sections 7(36) and 625(b)(6)(F) and (G) of the Act; 34 CFR 361.5(b)(54), 363.11(g)(6) and (7))

- (a) Supported employment services are those services as defined in Section 7(36) of the Act and 34 CFR 361.5(b)(54).
- (b) To the extent job skills training is provided, the training is provided on-site.
- (c) Supported employment services include placement in an integrated setting for the maximum number of hours possible based on the unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of individuals with the most significant disabilities.

8.2 Comprehensive assessments of individuals with significant disabilities. (Sections 7(2)(B) and 625(b)(6)(B); 34 CFR 361.5(b)(6)(ii) and 363.11(g)(2))

The comprehensive assessment of individuals with significant disabilities conducted under Section 102(b)(1) of the Act and funded under Title I of the Act includes consideration of supported employment as an appropriate employment outcome.

8.3 Individualized plan for employment. (Sections 102(b)(3)(F) and 625(b)(6)(C) and (E) of the Act; 34 CFR 361.46(b) and 363.11(g)(3) and (5))

- (a) An individualized plan for employment that meets the requirements of Section 102(b) of the Act and 34 CFR 361.45 and .46 is developed and updated using funds under Title I.
- (b) The individualized plan for employment:
 - (1) Specifies the supported employment services to be provided;
 - (2) Describes the expected extended services needed; and
 - (3) Identifies the source of extended services, including natural supports, or, to the extent that it is not possible to identify the source of extended services at the time the individualized plan for employment plan is developed, a statement describing the basis for concluding that there is a reasonable expectation that sources will become available.
- (c) Services provided under an individualized plan for employment are coordinated with services provided under other individualized plans established under other federal or state programs.

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Attachment 4.2: State independent commission or State
Rehabilitation Council

Summary of Input Provided by the State Rehabilitation Council

ACCOMPLISHMENTS:

With the intent of achieving the federal mandates, the Michigan Rehabilitation Council (MRC) attained the following outcomes during FY 2006:

1. As a result of holding four Business Meetings, the members are an informed decision making body, leading to continual improvement of the Michigan public vocational rehabilitation (VR) system.
2. As a result of holding the annual membership Retreat, Council members affirmed the mission and vision of the MRC and updated the strategic plan. Members also provided input to MRS regarding un-served and under-served populations, and hosted a free training on the Culture of Poverty model for members, the local Center for Independent Living, and MRS staff.
3. As a result of submitting Section 4.2 FY 2007 Title I and VI VR Services State Plan, Rehabilitation Services Administration (RSA) was informed of MRC activities, customer input gained at focus groups, and the Council's critique of Michigan Rehabilitation Services (MRS) in six different areas related to their operations and services. In addition, the State Director's response to Section 4.2 indicated support of the Council recommendations and affirmed the value of the partnership with the MRC.
4. As a result of the MRC Committee Structure (consisting of the Executive, Partners and Legislature, Service Delivery Effectiveness and State Plan Committees), Council members are able to achieve the federal mandates, mission, vision and strategic plan goals.
5. As a result of participating in partnership efforts throughout the past fiscal year, the MRC has increased its visibility among partners and ensured that the voice of individuals who have a disability is heard in a range of venues.

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Activities included:

In partnership with the Michigan Developmental Disabilities Council (MDDC), facilitated Advocate Summit meetings on a quarterly basis, which affords the opportunity for dialogue between members of the disability community and the Governor's Disability Policy Advisor; attended Legislative Disability Caucus meetings; with partners, planned and facilitated a reception and awards ceremony for a member of the State House of Representatives who is a long-term and effective supporter of the disability community; worked with the MRS Consumer Cadre to create promotional materials and served on steering committee with other partner organizations to plan a coordinated long term strategy for Invest in Abilities month; met with staff and board members of the Disability Advocates of Kent County CIL to provide information about the MRC, MRS and employment; sent correspondence to the Director of the Department of Community Health regarding issues MRS customers experience related to State Disability Assistance Benefits; and participated in the Howell group, a cross discipline coalition of disability advocates working to promote systems change within the community mental health system.

Organizational: Member and staff representation with the Michigan Commission on Disability Concerns (MCDC) Youth Leadership Forum (MYLF) steering and program committees, created and conducted a disability movement history presentation with SILC staff; continued involvement with the MI Works system by attending board meetings and the disability sub-work group meetings; participated at the Michigan Developmental Disabilities Council annual picnic and Council meetings; member of the MI Jobs Coalition Project, with a focus on facilitating the Freedom to Work Legislation and other programs that impact on employment of people with disabilities; served as an active member of the following organizations: Parliamentary procedure club; Michigan Rehabilitation Counselors and Educators Association Board and program committee; Michigan Association of Multi-Cultural Rehabilitation Concerns Board Member, Nominations Committee Chair, and Conference planning team; Michigan Rehabilitation Association Public Policy Committee; statewide MI Connections Steering Committee; Disability Voice, and the Center for Creative Leadership Board and sub-committee.

6. Project Excellence (PE) is a grant funded by MRS to the Michigan State University, Department of Education, Office of Rehabilitation and Disability Studies, with a mutually agreed upon contractual charge of managing the MRS program evaluation component and other projects. As a result of the MRC involvement with PE, the MRC requested and was granted their consultation services. They will be utilized to: Create and conduct a survey in partnership with MRS to assess the impact of changes to the Bureau policy which instituted a financial needs test for College and Vocational Training; design a focus group mechanism to obtain satisfaction information from customers who exit MRS prior to case closure; and evaluate MRS's updated general agency orientation modality. The MRC is also represented on PE's Advisory Council.
7. As a result of the MRC's involvement with training and conference opportunities, the Council has completed many successful marketing activities, thus reaching new populations.

Activities included:

The annual Michigan Rehabilitation Conference; Michigan Self-Help and Hard of Hearing Conference; Arc Michigan Conference; Common Disability Agenda Voting Forum; Michigan Non profit Association Conference; Disability Network Michigan Legislative Day; Michigan Association of Multicultural Rehabilitation Concerns Conference; Long-Term Care Conference; and Michigan Rehabilitation Counselors and Educators Association trainings.

8. MCB, MRC and MRS worked together on the Disability Caucus meeting presentation "Public VR Changing Lives, Impacting Attitudes" where customers of both agencies spoke to legislators and guests about how public VR helped them to achieve their employment goals. In addition, a booklet was created and disseminated to legislators and partners across Michigan that includes MCB and MRS success stories from 25 customers along with each agency's program information and service statistics.
9. As a result of the MRC involvement with Project Excellence (PE) (a grant funded by MRS to Michigan State University, Department of Education, Office of Rehabilitation and Disability Studies, with a mutually agreed upon contractual charge of managing the MRS program evaluation component),

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several members are active participants by providing input relating to: RSA-911 data; Customer Satisfaction Survey; and Needs Assessment. The MRC is also represented on the Project's Advisory Council.

10. MRC's role at the national level continues to expand.

Activities included:

Participation at two Council of State Administrators of Vocational Rehabilitation (CSAVR) national conferences with activities including: Conducting a joint presentation with the MRS State Director titled "MRC and MRS A Smart Partnership," meeting with Rehabilitation Services Administration (RSA) staff assigned to State Rehabilitation Councils (SRCs) regarding training and communication needs for Councils nationally and co-facilitation of a SWOT analysis with approximately 30 national SRC representatives.

The MRC participated in other activities with RSA including: Attending an RSA teleconference meeting with MRS regarding the Bureau's 107 monitoring and review report recommendations, served as a consultant to RSA for the development of a survey to assess relationships between VR and SRCs in each state, the Chair participated in a national RSA survey designed to gather input regarding SRC training needs, and met with and provided input to RSA during their site visit to Michigan.

11. As a result of a successful budget negotiation with MRS the fiscal year 2007 grant was awarded for \$297,278.00 (including \$28,000 for the MRC Conference Leadership Project). A non-profit agency serves as the fiduciary and employer of record for the MRC.

The work of the Council membership is supported by three full-time staff (Executive Director, Assistant Director and Executive Assistant). In addition, the budget provides support for both MRC operational and member expenditures.

12. As a result of maintaining the MRC office in an autonomous manner, the daily business operations were administered efficiently and effectively, which included a financial review with no exceptions for the third consecutive year.
13. In fiscal year 2004, the MRC presented a report and recommendations to the Bureau and MCTI (MRS's residential based vocational training school) based on student focus

groups the Council facilitated there. This past fiscal year, the MRC continued to work with MRS to realize the report recommendations and determine the impact for customers, MCTI and the Bureau.

14. The following areas are reported to further highlight activities related other areas of focus for the Council: Consumer input; independent living; the MRC membership; the strategic business plan and VR systems change.

CONSUMER INPUT

Disability Voice (DV)

The DV partnership of the MRC, the SILC, the Michigan Disability Rights Coalition (MDRC), Michigan Commission for the Blind (MCB), Michigan Commission on Disability Concerns (MCDC), Michigan Protection and Advocacy Services (MPAS), the Michigan Developmental Disabilities Council (MDDC), MRS, and the Social Security Administration (SSA) continues to thrive. DV is a mechanism utilized by each participating organization to obtain public input for their respective state plan and/or annual report.

The DV format includes town hall meetings scheduled at various locations throughout Michigan. A local community group is responsible for planning the event, with support and assistance from DV members. Following Town Halls, the local community groups create an action plan and work with state and local entities that have the power to affect systems change in the areas identified in the local plan, with the assistance of DV members, if needed. During the past fiscal year, Town Hall Meetings were conducted in Ingham and Jackson Counties. The MRC views this activity as a great resource of citizen input, as well as an empowering experience for the community members.

Employment Focus Group:

In February 2006 the MRC worked in partnership with the Kalamazoo Center for Independent Living and local MRS office to facilitate an employment focus group. MRS customers were invited to share their experiences related to the following questions: What is it like to live in Kalamazoo? What kind of jobs can you find in the greater Kalamazoo area? and Where do you go to get help finding a job?

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Sample of customer responses to the question: Where do you go to get help with finding a job?

I went through MRS they said I could be a greeter - I want a job I can grow from. I'm working on a computer degree. I'm now working at the Meijer photo lab, not working with MRS; I'm working with MRS - in the beginning process. I'm pleased with services I'm getting it just takes a long time; I'm in the middle of the process in working with MRS. A lot depends on who you get as a case manager. I finally found a job and they [employer] don't know that I have a disability. It's hard sometimes - I did too good at that job and now they don't need me. I get paid \$8.00 an hour part time; I can't go out and get a job and earn enough money with little or no training - jobs aren't out there; I didn't know MRS existed till after I lost my job. Now I told the president of the union at my old job about MRS because I see there are other people that work there that can benefit from MRS. I went to Michigan Works - they looked at my resume and said I had experience but I'm having a hard time finding a job they need to have an on the job training/experience - when you are almost done with training and still in school. I did that in another training program and got paid for the job.

Customer Success Story Project:

At the May 2006 MRC Business meeting, the membership approved this project which involves the MRS and MRC working together to obtain success stories from customers as they exit the MRS system. The initiative is modeled after a similar project conducted by the Oklahoma SRC and public VR agency. Once obtained, the customer success stories can be utilized to demonstrate the employment capabilities of individuals with disabilities and to better promote public VR services in Michigan. The MRC will work with MRS to create and implement the specific process to obtain the stories in the coming fiscal year.

Public Comment:

The MRC has worked diligently to increase public comment at its quarterly business meetings. The majority of the Council's business meetings are held at local MRS offices across the state. MRC, host MRS District Office staff and local Centers for Independent Living work together to advertise the meetings and gain involvement from customers, legislators and local community partners. As a result, the Council has had the opportunity to hear public comment from many MRS customers and partners about Bureau successes as

well as areas that can be improved. This input is utilized as the Council updates their strategic business plan, and included in the Business meeting minutes, which the Governor, MRS State Director, local MRS office managers and legislators receive.

The following quotes represent public comment received in fiscal year 2006:

"I moved to Lansing in 2003, and I started going to MRS. It was the start of my new life. I now go to Lansing Community College full time, and I run a boarding house for women who deal with substance abuse and I work at a car auction office. My life is good. I am no longer an alcoholic. I thank God each and every day for MRS because they have done wonderful things for me. Even when I failed and went back to drinking, they stayed with me, and held my hand. I thank God for that today."

"I would have never have been so set up as I am now if it hadn't been for MRS saying we believe in you, we want to get behind you, and we support what you do. I will never forget my very first meeting with my rehab counselor. I walked into her office, and sometimes it gets a little tiresome to just to deal with the physical portion, and the mental maintenance while you are trying to go and just create your new life, so on that particular day I was pretty fried and exhausted so I went in there, and she introduces herself and she felt me. She didn't ask me anything, she didn't go into her little routine form that she needed to fill out, she just sat in the presence of where I needed her to be. And I wept, and that was our first encounter. And she just made space and time for that. I don't do this all the time, but I am just grateful that she was sensitive and knew what was most important and what that client needed at that time. I didn't need forms and I didn't need questions, I just needed to be present."

"MRS and MCTI helped me understand issues related to having an invisible disability. There should be more schools like MCTI because the environment here helped me change my attitude, coming from the city. I have a six year old son, and one reason I wanted to come to MCTI is so that when he says to me well you didn't go to school or you didn't go to college, I can say I did go to a college with a dorm, so you have no excuse."

"One of my old instructors told me while I was taking a test that I use my disability as a crutch. I have Attention Deficient Hyperactivity Disorder and accommodations are written into my Plan but the instructor refused to provide them. I am usually loud and outspoken, even though I try not to be. MCTI supports me, rather than pointing that out to me in front of others. I have has put the appeal process to the test and as a result was approved to be a mentor".

INDEPENDENT LIVING

The MRC continues to achieve the mandates related to independent living through: The appointment of a Council member who sits on both Councils and shares information; participation on annual and quarterly CIL grant review teams, the CIL Technical Assistant and Peer Support Work Groups and CIL Site Reviews. The MRC also partners with the Michigan Association of Centers for Independent Living (MACIL now called the Disability Network Michigan), a trade association for CILS, through mutual attendance at Board Meetings as well as participation at IL Resource Team meetings, and at an MRS/IL Partnership meeting to provide input on the development of an equity plan for CIL's.

MEMBERSHIP

One of the MRC's greatest barriers for a number of years has been the lethargic appointment process experienced with the Governor's Appointments Office. Until July 2006, the Council operated with eight voting members. The MRC had made numerous attempts to work with the Appointments office, but it was due to intervention from the MRS State Director and the Director of the Department of Labor and Economic Growth that 16 new appointments were finally realized. In order to fully comply with the federal mandate, the Council continues to seek the addition of one voting member who is an individual with a disability. Newly appointed members will be introduced to the work of the Council, MRS and member role and responsibilities through a series of three orientation sessions. The first session was held in September 2006, with the others to follow in fiscal year 2007.

STRATEGIC BUSINESS PLAN

The Fiscal Year 2007 through 2009 MRC Strategic Business Plan, affirmed at the annual member retreat in February 2006, includes the following goals and objectives:

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GOAL 1: People with disabilities have a positive and lasting impact on systems change. OBJECTIVES: A. Facilitate empowerment, self-advocacy, mentoring and leadership opportunities for individuals with disabilities. B. Engage in partnerships with key stakeholders to promote systems change. C. Ensure that informed choice is an integral component of all aspects of the VR process. D. Engage with MRS, Project Excellence and people with disabilities to obtain agency customer satisfaction data and make recommendations for system improvement.

GOAL 2: The MRC will advocate to maintain the public vocational rehabilitation program. OBJECTIVES: A. Partner with key stakeholders to promote the effectiveness of VR and its positive impact on individuals with disabilities. B. Obtain all relevant information from MRS needed to evaluate the success of VR services (case audits, service data, state plan, RSA 911 data, MCTI etc.) C. Engage with agency customers to advocate for vocational rehabilitation. D. Determine impact of order of selection on the VR system. E. Evaluate the bureau relationship with employers.

GOAL 3: Public VR will provide services to the population of persons with disabilities proportionate to their prevalence in the state. OBJECTIVES: A. Evaluate the effectiveness of MRS's service provision, training, outreach and vocational outcomes by population.

VR SYSTEMS CHANGE

As a result of our established partnership, the Council's level of involvement with the Bureau has continued to expand. MRC members and staff are committed to utilizing each opportunity to advocate for VR systems change on behalf of the customer.

Fiscal Year 2006 activities included:

Meetings with the State Director; participation on the MRS Executive Team (resulting in Council input to the Bureau strategic plan, culture improvements, succession and grants planning), Long Term Planning Team (Resulting in Council input to re-design of Bureau mission, vision and values); two MRC representatives serving on the Bureau Senior Manager team; consultation with the MRS Hearings Manager, Ombudsperson and field staff; participation on all staff statewide teleconference calls; and participation on the Services to Minorities and Innovation and Expansion Grant

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Review MRS work groups. Members and staff have also participated on interview teams to fill both a District Manager and Training Unit Coordinator position. MRC received MRS casework review findings on a quarterly basis and provided recommendations for improvement to the process. The MRC provided input to MCTI regarding updates to their student handbook and the MRC Executive Director facilitated a forum Panel of speakers from the Arc, Client Assistance Program and the Michigan Disability Rights Coalition regarding factors that influence MRS service delivery at the local level. This forum was attended by MRS management staff.

The Council also presented at Training Academy sessions for new MRS staff; attended quarterly Bureau Business Leadership Meetings, Ambassador Team meetings (resulting in Council input to the Bureau departmental action plan, MRS 911 data, and Bureau initiatives related to communication, inclusion and recognition), attended district office staff meetings; and continues to be involved in the MRS/Michigan Commission for the Blind (MCB) Partnership effort, including participation at the forums, and on committees.

The following examples detail the MRC's impact on VR systems change:

Order of Selection:

In fiscal year 2006, the MRC rescinded its Order of Selection position paper, recognizing the need to obtain more information. The MRC and MRS then engaged in dialogue to determine what information was needed. An ad-hoc committee was formed, with representatives from both MRS and MRC to assess the impact entering into Order of Selection would have on the Bureau, current and potential customers, partners, the Department and others. Based on the work of this committee it was determined that there is limited to no data available nationally regarding the impact of Order of Selection. The Council strongly encourages Rehabilitation Services Administration to initiate research in this area as so many states and individuals are affected.

Michigan Rehabilitation Conference:

As theme partners at this annual event, the Council participated on the Conference Program Committee, as presenters, exhibitors and attendees. Council members and scholarship participants raised a number of issues related to the conference physical and program accessibility. The MRC authored a letter to the Conference Co-Chairs of each

sponsoring organization which identified the issues as reported. The response indicated that our perceptions were inaccurate and that the conference site is expected to gain each year in accessibility standards.

For the second consecutive year, the MRC secured funding from MRS to facilitate a Conference Leadership Program. In fiscal year 2006, 28 MRS customers from across the state were selected by their Districts to receive a scholarship to attend and/or exhibit their small business at the conference. The scholarship provided funding for transportation, conference registration, meals, lodging and disability related accommodations. The evening prior to the conference, MRC hosted an orientation session for the Program attendees and Council Members served as guides and mentors through the event. Feedback from the Bureau, customers, and council members all concur that the Program was a huge success, and plans are underway to continue it for the next fiscal year.

Sample of customer quotes about the Leadership Program:

- "I left the conference with a new found definition of disability and work";
- "Very pleased to do this, I made some great contacts";
- "The scholarship's generosity is what allowed me to participate in this very educational conference";
- "I was blown away, thank you so much, I will never forget this experience";
- "Thanks to my counselor for entering me";
- "It was nice to see other people with disabilities doing so many great things and talking so freely about their disabilities".

The MRC is now working to create a year long curriculum to grow future leaders in the disability community, based on the success of the Leadership Program. The MRS Executive Team supports this initiative and has agreed to work with the Council once funding is obtained. MRC staff has also met with MRS staff from the Training Unit, School for Leadership and a local district office to discuss possible links between the Program and their activities.

The MRC also hosted a session at the conference titled:
"Tell Us What you Think about Public VR Services in Michigan" and asked attendees to provide input on the following questions: What does MRS do? What are MRS's strengths? Who should MRS partner with? What are MRS's challenges? How

should MRS get and use customer input? and What should MRS look like in five years?

Sample of input received on the question - How should MRS get and use customer input:

Employment survey; from intakes, follow up evaluations; check with customers; booths in the mall; satisfaction survey after closure; share resources with other clients and staff; internet surveys to avoid losing it in the mail; town-hall meetings; as existing clients come in for appointments, have them fill survey; have new clients fill out survey; continue to give forums such as these.

One Stop-Inclusion Report:

This report was created by partners to utilize as a resource tool for promoting full inclusion of all persons in Michigan's workforce system. MRC members and staff served on the Steering committee, sub-committees, and attended the roll-out event for this initiative. In fiscal year 2007, the MRC will work with partner organizations to assess the implementation of the report recommendations.

MRC Orientation Project:

The MRC worked with MRS and Project Excellence to conduct a comprehensive evaluation of changes made to the general agency customer orientation. The initial step of the evaluation was completed this past year, creating a survey to be sent to individuals who facilitate the orientations. In fiscal year 2007, the survey will be administered, results tabulated and MRC members will attend orientations in a representative sample of MRS offices across the state. Recommendations will then be made for process improvement.

MRS College and Vocational Training Policy:

In fiscal year 2005, MRS implemented a financial means test for college and vocational training. In fiscal year 2006 an ad-hoc committee including representatives from both MRC and MRS was formed to assess the impact of the means test. The Committee has created a survey that will be sent to counselors in fiscal year 2007 in order to obtain information about customer impact and to determine how clear, useful and easy to administer the related policy is. Results tabulated and recommendations made based on the information obtained.

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On the Job Evaluation Position:

Through the creation of this position, two MRS customers were able to receive training in clerical skills by volunteering at the MRC office. After the evaluation, MRC staff wrote letters of recommendation for both customers, and as a result, one has obtained competitive employment.

Mystery Shopper Project:

Posing as potential customers, MRC staff contacted each local MRS office by phone in order to learn what initial customer contact with the Bureau would typically be. A report and recommendations of the project will be presented to the Bureau in fiscal year 2007.

MRS Re-Design Committee:

MRC members contributed over 300 hours on this internal MRS committee and created an ad-hoc internal MRC committee to provide input related to specific aspects of the re-design. As a result of MRC involvement, the customer voice was represented in MRS decisions regarding organizational and staff position changes that have the potential to impact current and future customers and MRS staff.

Central Office Morale Sessions:

MRC staff facilitated a session for Bureau Central Office staff to assist them in identifying and ranking priorities related to office morale and culture. MRC subsequently presented the priorities identified to the MRS Executive Team. In fiscal year 2007 the MRC will continue to work with MRS to determine next steps.

MRS stress relief workshop:

MRC staff conducted this workshop at the annual MRS Holland office staff meetings. Prior to the workshop, MRS staff were educated about the role and function of the MRC and asked to complete an anonymous survey to provide input on one thing they like best about their job and what one thing they would change. The anonymous responses were then forwarded to the site and district manager of the office and reviewed by the MRC.

MRS FOCUS AREAS:

The MRC continues to concentrate on the following six areas that we believe make up the critical aspects of MRS: Strategic Partnership; Consumer Input, Needs and Satisfaction; Michigan Department of Labor and Economic

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Growth Action Plan; Human Resources; Service Delivery System; and Community Collaboration and Grants.

1 - Strategic Partnership

The Council continues to benefit from a mutually respectful relationship with the agency. During the past fiscal year, we have experience increased opportunities to be involved as various levels of the MRS operations. The result has been evidenced as both parties have benefited from improved awareness and an expanded knowledge base, as we work in partnership to determine the best outcomes for the customers being served. The MRC Executive Director maintains involvement in the monthly Strategic Planning session of the MRS Executive Team. This is further evidence of the strength of the Agency and Council partnership. The meetings provide an environment with deals with issues related to future trends for services and the plans needed to meet the demands.

As an Ex-Officio member of the council, the MRS State Director is scheduled for a portion of time on each business Meeting Agenda. This time has been utilized for an update on current issues, along with open dialogue on a variety of topics, critical to the Bureau.

We look to the receipt of information related to MRS district office ADA compliance site reviews and agency personnel data (diversity status by race and disability characteristic).

2 - Consumer Input, Needs and Satisfaction

Project Excellence (PE) continues to demonstrate its worth to the agency through a myriad of both new and ongoing evaluation projects which promotes an environment of continuous improvement for MRS. The MRC affirms MRS identified focus topics for study by the PE staff during the new fiscal year. We strongly continue our support of the agency's funding commitment to PE as the external source for program evaluation projects. It is evident that the project provides current data relative to enhancing the MRS service delivery system. At times, the receipt of these data challenges the agency to examine the manner it conducts business, stimulating growth and change which usually benefits the customers being served.

The Council has maintained an active presence in the MRS Customer Satisfaction Survey efforts through ongoing consultation with PE staff. This has included: creating the instrument, determining which populations to survey and

reviewing the quarterly and annual reports. We continue to have internal dialogue about the best way to connect with those customers who "drop out" of the MRS service system prior to closure. We expect that after PE consultation, we will determine the modality to utilize with this population. We look to an outcome that will provide data that can be utilized to benefit the front end of the MRS service delivery system for both customers and staff.

We look forward to dialogue with MRS regarding the findings of the Needs Assessment of June 2006. We believe that this effort should provide additional insights for the MRS staff through a more global perspective of the challenges and needs of persons with disabilities as they strive for a quality lifestyle. We look forward to the opportunity for discussion between the MRC and MRS with regard to the outcomes of the assessment and the resulting implications the agency's service delivery component.

We look to RSA to advocate for the expansion of data collection within the U.S. Census with regard to disability characteristics and resulting impact on the quality of life. It is important to note that we have included this challenge in the past four (4) years of State Plan 4.2 updates. This type of data collection could be utilized in a variety of venues, such as effective data driven marketing of the public VR system. In addition, the baseline data may provide the circumstance for a more "streamlined" statewide comprehensive needs assessment by each state at a significantly reduced expenditure.

3 - Michigan Department of Labor & Economic Growth Action Plan

The state agency (MRS) is housed (as a bureau) under the Michigan Department of Labor and Economic Growth - MDLEG. The MRS staff have established themselves as a highly valued bureau within one of the larger state departments in Michigan. It is evident that MRS has gained the respect of their MDLEG colleagues as they are resourceful contributors at many levels of Departmental activities.

Each Bureau (MRS), under DLEG, is expected to create an Action Plan which should serve as their operational plan for the fiscal year. This report is driven through the MRS Ambassador Team mentioned earlier in the MRC section), which includes MRC representation. MRS has reported that all but two of

their goals were achieved in FY 2006, further identifying most of the achieved outcomes as continued progress.

The MRS State Director was assigned the leadership role for the MDLEG Inclusion Workgroup, dedicated to issues related to inclusion within the One Stop system. A MRC member and staff person joined two of the sub work groups (facilities and staff training needs). This experience was a great opportunity for the MRC to interact with MDLEG staff and further their knowledge base on the issues surrounding inclusive service system environments. The resulting document, One Stop Inclusion Workgroup Final Report, April 2006 provides recommendations for the one stop service system in Michigan so that they can establish inclusive practices for all members of the communities they serve.

4 - Human Resources

The MRC is encouraged by the findings that the MRS personnel characteristics related to minority and disability populations are near the demographic percentages for Michigan. The Council expects to work with the agency to develop and affect a recruitment strategy directed towards hiring a greater number of staff with disabilities and of racial diversity.

The Council has identified a number of critical issues related to MRS personnel as placing stressors on the service system. These include: The length of time it takes to fill a counselor vacancy; and the MRC need for information related to staffing levels, vacancies and numbers of customer cases at each site. In addition, we look to working with MRS on the design and implementation for succession planning.

The Council is encouraged by the continuation of the expansion of the new Staff Training Academy from basic MRS orientation to working with Special Population. The MRC Staff also greatly appreciates the opportunity to present a Council overview to new staff during the orientation phase of the Training Academy.

The stress reduction workshop, "Taking Good Care of Yourself" for the annual Michigan Rehabilitation Conference was presented at a MRS District Office staff one day meeting. This has been an effective tool for the MRC to utilize as they interact with staff in a non-threatening manner. Our belief is that the result of this experience will benefit

staff morale, while simultaneously learning about the office environment and their customer service success stories.

5 - Service Delivery System

The Council maintains its belief that the practice of informed choice is one of the most crucial aspects of the entire rehabilitative process between the customer and counselor. We understand that each staff person has their own learning time frame under which they will incorporate this philosophy into a conscious practice. We continue to advocate for the ongoing training opportunities for counselors and managers so that their competencies will continue to be enhanced.

In summer 2005, the agency resurrected a College Financial Needs Test for those customers pursuing higher education or training programs. The MRC created a short term work group composed of the MRC members and staff, MRS staff and the Project Excellence Director. The workgroup charge was to create a survey tool for the counseling staff which would provide data related to the impact of the new policy. The collected data will be summarized and shared with the agency for further discussion regarding the equity of the current policy.

An Orientation follow-up project continues. The MRC Executive Director, an MRS Division Director, and the Project Excellence Director have created a work plan which is nearly complete. A survey tool will be distributed to the 124 MRS staff who conduct Customer Orientation in an effort to gauge their opinions on the use of the two new modalities. Once this information is collected, a sample of MRS field offices will be visited by an MRC member who will observe customer orientation in the field office.

The MRC met with the MRS Consumer Cadre staff to design a form for Counselors and/or Customers to record Best Practices and/or customer Success Stories. As forms are received, the MRC will compile the information so that it can be utilized for future advocacy and educational efforts.

As a member of the MRS Services to Minorities workgroup, we look to the timely implementation of a meeting schedule. We encourage MRS to utilize the Multicultural Counseling Competency Study findings as a tool to expand the inclusiveness of their service delivery efforts.

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The MRS district offices are, for the most part, co-located within the MI Works! One Stop Service Centers. The MRC recognizes the value of increasing their involvement within the MI Works! Association (MWA) System of One Stop centers. The MRC Chair and Assistant Director continue as members of the MWA's Disability Sub Work Group. The Council intends to expand their involvement with the one-stop system.

One of the MRC Ex-officio members is the MRS Ombudsperson and Hearings Manager. Not only does this staff person provide quarterly reports at the MRC Business Meetings regarding systemic issues and any formal hearings or mediations held, she is also a valued and active member of the MRC State Plan committee. As a result of the effective dispute resolution skills of the Ombudsperson and the MRS field staff there were no hearings held in fiscal year 2006.

The CAP Director continues as a MRC member. The input garnered from the CAP related to the MRS service delivery system has enhanced the MRC committee dedicated to enhancing the equity, effectiveness, and quality of agency services. The CAP Staff provided an informative presentation on their work efforts at our November 2005 Business Meeting. This information was quite helpful in assisting members fully understand the role and responsibilities mandated of the Client Assistance Program.

The state agency indicates that it is able to continue serving all order of selection categories. As the demand for MRS services continues to increase and the state funding levels decrease, the agency is forced to garner additional cash match agreements to secure the available federal funds. The Council's concern regarding this shift is that this paradigm dilutes the general service funds and targets monies to specific populations. In addition, with the economy of Michigan having fewer dollars to expend on services to our most vulnerable citizens, other service organizations and/or agencies refer their clientele to MRS to service their immediate needs. This shift places additional stressors on an agency which is funded to provide services leading to an employment outcome, not basic human needs.

In May 2006, the Council received reports of customers being scheduled for Orientation in September. As a result, the MRC designed and implemented a Mystery Shopper Activity to complete a statewide environmental scan of the consumer experience at the initial point of contact. In July, the

initial findings were reported to the State Director and the Deputy Director so that they could adjust resources accordingly. The final report should be made available to the membership and MRS by April, 2007. Our expectation is that our recommendations will be embraced so that the experience of consumers at the initial point of contact for service will be enhanced.

The MRC Staff conducted a thorough research effort on the topic of order of selection for services (OSS), only to learn that there is little documented evidence from across the nation of this statewide implemented practice and the subsequent effect it has on the public VR service system. It has become increasingly evident that from a national perspective there is great variance amongst states functioning under priority service selections. It is apparent that the public VR system would benefit from a research effort headed by RSA which could both educate and provide consistency to the order of selection practice. The MRC State Plan Committee, the MRC Staff, and the MRS Liaison to the Council held a meeting to discuss OSS. It is anticipated that a meeting between the MRC and MRS will take place early in fiscal year 2007, so that mutual understanding of the trigger points for OSS can be established.

6 - Community Collaboration and Grants

MRS continues to demonstrate their strong commitment to ongoing collaborative efforts with the independent living partners of Disability Network Michigan (DNM) (formally the Michigan Association of Centers for Independent Living) and the SILC. One of the outcomes from the ongoing CIL equity discussions was the creation of a Resource Team comprised of MRS, MCB, MDLEG, DNM, SILC, MCDC, and the MRC. The outcome for this team will be an annual joint effort for an increase in general funds for the two VR agencies and the Centers for Independent Living.

The MRS Administrative Unit dedicated to IL has expanded their technical assistance to the CIL network through the design and implementation of Site Reviews for each of the fifteen Michigan CILs. A review team comprised of MRS, MCB, MI-SILC, CAP, MACIL, MDRC, and the MRC have now completed visits to all of the centers. The MRC supports the outcome of providing input to each Center with regard to mandated criteria while furthering the development of each organization. The MRC recommends that once the first cycle of center reviews have occurred, that consideration is given

to the size of the review team, which has often been larger than the CIL staff size. In the course of conducting the reviews last year, there were cash match grant agreements between MRS and the CIL for pre-vocational services that appeared to need further discussion with regard to the employment benefit outcome. We would like to suggest that MRS and the MRC have discussion about holding a statewide meeting with CIL Directors and MRS management in attendance for dialogue surrounding the strengths of their respective programs and how they can further compliment each other's efforts as they work to serve consumers seeking employment.

The MRS Consumer Cadre was established three years ago to ensure that the agency has staff dedicated to the voice of the customer and who maintain an active presence with statewide partners. The four staff who contribute 25% of their time to this effort have established mechanisms to assure the success of their respective assignments. The MRC has benefited from working with members of the Cadre on a variety of projects which have positively impacted customers.

The Director of the 121 Project at the Hannahville Indian Community in Wilson, MI continues as a MRC member. In addition, she has been appointed to the MI-SILC. The active involvement of the 121 Project Director with the MRC has led to a greater understanding for the membership and agency of the cultural experiences related to providing VR services in a Native American community which has traditionally been unserved or underserved. We encourage MRS to continue the expansion of their efforts within the untapped resources found within the American Indian Communities across our state. We are the beginning stages of discussion for a project which would include visiting a variety of tribes to learn about their employment services and subsequent needs.

The agency's ongoing involvement with adjudicated youth, ex-offenders, apprenticeships, JET, and TANF has established it as a lead partner with recent state initiatives serving persons with disabilities in these populations which often have been underserved. The MRC believes that the agency service experience with each of these populations should enhance successful outcomes, as long as services continue to be adequately provided for the general population seeking services at the MRS front door.

The Council is supportive of the use of Innovation and Expansion (I&E) grants for local community or statewide

efforts. As well, grants to community rehabilitation programs (CRP) reflect the priority MRS has given to fund local community programs. The MRC views both of these funding streams as having the propensity to greatly impact the resources available within a given locale. The MRC is pleased that Project Excellence (PE) is in the process of reviewing the grants process and looks to their recommendations for improving a system that is in need of enhancement. We look to the receipt of outcome driven data from these grants that is broadly marketed in local and statewide venues.

The Partnership Forum, a collaborative effort by MRS and MCB to improve statewide partnerships, has identified two priorities. Two work teams, one for Marketing and the other Communication have begun meeting to create work plans. The overall outcome for each group is to establish priorities and goals that will diminish the gaps and duplication of service efforts among service partners in the state. It is expected that, as a result, a number of the work group recommendations will be put into practice in FY 2008.

CLOSING COMMENTS:

After summarizing the MRC accomplishments and offering our input on the various aspects of the MRS system, it is evident that the public VR system in Michigan strives to uphold their Mission and Principles as they work to serve people with disabilities. The agency strength is seen in their expansive (yet focused) efforts to champion the value of collaboration with partners. The MRC finds that these practices serve to enhance the agency service system in the direction of quality employment outcomes. The following recommendations were created with recognition that many of these areas are "works in progress" being carried forward from last year.

Our recommendations to MRS include:

1 - The MRC and MRS will work together to resolve the funding issue related to the establishment of a "Leadership and Advocacy Resource Team", utilizing the customers who benefited from the MRC Scholarship Project.

2 - We look for agency support on the MRC visiting a sample of District Office locations to review and assess the implementation of the new Customer Orientation modalities.

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3 - Agency support which ensures that we continue to be in receipt of MRS operational information related to district office ADA compliance site reviews, personnel data, and RSA 911 reports.

4 - Agency support which ensures that the critical personnel issues are managed in a timely manner. These include: The length of time it takes to fill a counselor vacancy; the need for information related to staffing levels, vacancies and numbers of customer cases at each site. In addition, we look to working with MRS on the design and implementation for succession planning.

5 - Continuing Agency support in the review of college financial needs testing data collected from the both the counselor and customer population to determine the equity of the current policy.

6 - Continuing agency support for a meeting with MRS Staff and MRC members which focuses on the implications and planning needed for an order of selection of services.

7 - Agency support for a proactive response to the Mystery Shopper Activity Report recommendations.

It is evident that the established, yet continually evolving relationship between the MRC and MRS is a partnership based on mutual respect and trust. The MRC believes that this partnership reveals how the spirit and vision of Section 105 of the Act has been implemented in Michigan. The ongoing commitment of MRS to the Council is evident. They view our input as value added to their agency, all while embracing our autonomy and celebrating our accomplishments. This partnership effort should serve as a national model of how other state VR agencies can not only establish, but empower the SRC to be one of their strongest allies to both the agency and its customers.

We recognize that the true benefit of the MRC and MRS partnership reveals itself in an effective service delivery system created to ensure that Michigan citizens are receiving services which strive to assure their dignity, their choice, and their acquisition of a quality employment outcome.

STATE AGENCY RESPONSE:

MRS has continued to benefit from a very productive relationship with MRC. Over the past year, we have collaborated on numerous important projects addressing significant issues affecting services to persons with disabilities, including improved partnership, college training policy, leadership development, continuous improvement for our residential vocational training center (MCTI), organization redesign, strategic planning, marketing, orientation and intake processes and timeframes, independent living program assessment and planning, resource development, new counselor orientation and training, improved services to minority customers, and operational planning. Additionally, the MRC executive director, chair, or member is routinely invited to participate in MRS Senior Managers' meetings, statewide conference calls, and interviews for senior level staff.

We are very pleased to see MRC play a lead role in promoting more active involvement of SRCs in national organizations, such as CSAVR. We also appreciate their representation of employment-related issues for persons with disabilities in such forums as the Disability Summit, and publications such as the Disability Voice and Common Disability Agenda. One of the most effective ways MRC assists MRS is by providing accurate information about the program and correcting misperceptions or misinformation to staff, customers, and community partners.

Having a fully appointed council serves MRC and MRS well in providing a diversity of ideas and approaches to program and service issues. MRS looks forward to engaging more of the council members in solution-focused workgroups, teams, and decisions.

We agree with and acknowledge much of the Council's summary in the preceding attachment. Some concerns we have are:

- 1) Information sought by MRC relative to ADA compliance reviews of MRS district offices is not available and not anticipated. A few years ago, this idea was advanced by a state-level ADA team but was subsequently dismissed at the state level, due to limited resources. MRS welcomes assistance from MRC or other pertinent partner organizations to identify ADA compliance issues in any of our service sites. (page 14)

- 2) Issues regarding staffing are important and we appreciate Council support to gain approvals to fill critical vacancies in a timely manner. However, factual information regarding processing time and vacancies should be used to target improvements to greatest needs. MRS continues to provide personnel data to MRC and has invited MRC to participate in Senior Managers' meetings to raise staffing issues and seek clarification. MRS has repeatedly convened work teams to work with department (DSA) HR staff to pinpoint personnel dysfunctions and initiate corrections. Results of these efforts are shared with MRC. (Page 16)
- 3) Customer informed choice is part of the new counselor training academy curriculum. Prior to attending the face-to-face training, new counselors are asked to complete the on-line informed choice course on E-Learn. On the occasion that this cannot occur, site managers' follow-up the new counselors to facilitate the course completion. The principles of customer choice as appropriate are included in many other training programs for all staff. (Page 17)
- 4) MRC helped design MRS's revised orientation process. The revised process is being evaluated and we anticipate MRC to assist with any further refinements needed. As MRC has relayed allegations of service delays for customers, MRS has consistently either refuted the allegation or resolved the issue. MRS has not yet received the Mystery Shopper report, which we expect to be very helpful to our continuous improvement efforts. Initial verbal feedback has been discussed with managers, with corrective action requested and begun. Our joint deliberation of Order of Selection has been delayed due to emerging priorities for both entities; however, we are scheduled to begin this dialogue in April 2007. (Page 17)
- 5) MRC's identification of potential problems with Title I funds used to support cash match agreements between MRS and CILs for "pre-vocational" services is appreciated. The findings from the statewide review of CILs have not yet been formally presented to MRS, therefore, this information is preliminary. It is enough, however, to support our full exploration and correction, as needed. This review is currently in process. (page 20)
- 6) The recommendation for a statewide meeting with CIL directors and MRS managers is puzzling in view of the fact

that at least two such meetings occurred last year. Slow progress is occurring. (page 20)

- 7) Reference to JET and TANF initiatives affecting services to "general populations" is confusing as persons served in these initiatives represent the general population of persons with disabilities who are welfare recipients. They could be readily referred through other channels and stress our program if additional resources to serve them were not provided. Without the programmatic approach MRS is taking with JET and TANF populations, services to the "general" and all other populations would be adversely affected by the potential implementation of an Order of Selection. I believe this issue warrants more discussion with MRC. (page 18)
- 8) Thanks to the support of MRC, the Partnership Forum sponsored by MRS and MCB has been successful in attracting over 100 partners to collaborate for improved efficiency and effectiveness. Actually, three action teams have evolved from this effort, including one to define and address "soft skills" essential to employment. "Soft skills" has also been adopted by the state workforce board (CLEG) as a critical workforce issue. (Page 21)

As regards specific recommendations contained in Closing Comments:

- 1) MRS has continued to fund "scholarships" for customers to participate in the annual state rehabilitation conference with the expectation that this supports MRC's and MRS's leadership development efforts. Additional funding is very unlikely given current customer service demands and state economic conditions.
- 2) MRC's continued collaboration with MRS to improve our orientation process is encouraged and appreciated. This should include district visitations as necessary.
- 3) Personnel and RSA 911 data have been and will continue to be shared with MRC. ADA compliance information cannot be provided except for sites we move into in the future. As stated above, we welcome feedback on other sites.
- 4) Staffing issues are portrayed such that delays are exclusively caused by MRS. Often delays in filling vacancies are caused by factors beyond MRS control, such as

state hiring freezes. In fact, numerous improvements have been made to MRS processes to assure we reduce delays. As we continue to improve these processes, we invite MRC assistance and recognize the need to assure MRC has factual information and knowledge to validly assess our progress.

- 5) We are in agreement with the recommendation to review the impact of our recently revised college training policy and consider any adjustments which may be needed.
- 6) We wholeheartedly agree with the need to meet to discuss criteria to trigger OSS and strategies to prevent OSS. This has been delayed too long and will begin April 2007.
- 7) MRS agrees to take any action appropriate to respond to the Mystery Shopper report on orientation practices once obtained.

Conclusion

MRS enjoys and appreciates a superb relationship with MRC. MRC provides constructive feedback on program issues and needs with a constant focus on customer service. The feedback provided is objective, often including problem identification and/or issues of concern. Because MRC participates in so many processes designed to prevent, clarify, and solve issues, MRS is rarely surprised by their recommendations nor do we often disagree. This relationship enables us to channel our energies toward problem resolution.

It is very helpful to MRS that MRC is often positioned to gain details about staff, partner, and customer service issues that may be more difficult for staff with large workloads to share within MRS. It is a complement to the Council that many MRS staff trust them enough to discuss important issues of concern with them.

MRS can best benefit from MRC's further immersion in numerous agency "continuous improvement" efforts geared toward positive action. In recognizing MRS steady achievements despite increased workload stressors (including the state economy and staff turnover), MRC can help MRS focus on a reasonable number of priorities to promote and sustain program excellence. We need MRC assistance to prevent our program from becoming mediocre, from trying to do too much and expecting too much with limited resources. We appreciate MRC's sustained focus on solutions and faithful commitment to be a part of the solution.

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Enhanced, timely marketing and advocacy for MRS and VR would also be most helpful, as would continued assistance to promote a constructive work culture and organizational redesign based on customer-first principles.

Attachment 4.7(b)(3): Identification of the Types of
Activities to Be Carried out under a
Waiver of Statewideness.

MRS has developed a policy for the development of activities to be carried out under a waiver of statewideness, which applies to our Cooperative Cash Match Agreements. This policy is based on Section 101(a) of the Rehab Act and 34 CFR 361.26 and 361.28 regulations. The MRS state policy includes the following criteria:

- (1) The non-federal share of the cost of these services is met from funds provided by a local public agency, including funds contributed to a local public agency by a private agency, organization, or individual;
- (2) The goal of the provision of services is to promote the vocational rehabilitation of substantially larger numbers of individuals with disabilities or of individuals with disabilities with particular types of impairments or from particular ethnic populations that have traditionally been underserved by the agency, and other target populations identified in the Rehabilitation Act, such as students with disabilities needing transition services;
- (3) We request a waiver of statewideness on an annual basis in order to provide services to such target groups as described above. The MRS policy requires each agreement to describe the services to be provided to the individuals, contain written assurances as signed by the local public agency that it will make available to the agency the non-federal share of funds, contain written assurance that agency approval will be obtained for each proposed service before it is put into effect, and contain written assurance that the agreement will comply with all state plan requirements for services approved under the waiver, including the state's order of selection requirements.

1. School District Agreements

These joint agreements provide coordinated vocational rehabilitation and special education services to eligible youth with disabilities, especially significantly disabled youth, from the intermediate school district (ISD) or with local educational agencies. Emphasis is placed on students in need of transition service planning. The agreements

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provide for a variety of rehabilitation services, as
needed. Referrals are from local high schools or ISDs.

The following school agreements are in effect during FY 2007 and
are renewed annually. A small number of new agreements may be
added in FY 2008, for which waivers of statewideness will be
sought.

<u>Intermediate/Local School District</u>	<u>MRS District</u>
Ann Arbor Public Schools	Ann Arbor
ESA-WSC-LIV	Ann Arbor
Hillsdale Co. ISD	Ann Arbor
Jackson Co. ISD	Ann Arbor
Jackson Pub. Schools. Spec. Ed.	Ann Arbor
LESA	Ann Arbor
Lenawee ISD-Youth Placement/GWI	Ann Arbor
Lenawee Co. ISD	Ann Arbor
Livingston County Schools Project	Ann Arbor
Washtenaw ISD-MAP	Ann Arbor
Washtenaw ISD (3)	Ann Arbor
WISD/WSCI/WASH	Ann Arbor
Wayne Co. RESA-Detroit Public Schools	Detroit East
Maxey Boys Training School	Detroit West
Genesee ISD	Eastern MI
Huron ISD	Eastern MI
Lapeer County ISD	Eastern MI
Sanilac ISD	Eastern MI
St. Clair ISD (2)	Eastern MI
Tuscola ISD	Eastern MI
Kent ISD - ASSETS	Grand Rapids
Kent ISD - Lions-Deaf/HH	Grand Rapids
Kent ISD - Transitions	Grand Rapids
Ionia Transitions	Grand Rapids
Clinton Co. RESA	Lansing
Eaton ISD	Lansing
Ingham ISD (including Lansing School District)	Lansing
Shiawassee RESD	Lansing
Anchor Bay Schools	Macomb
Armada Schools	Macomb
Center Line Public Schools	Macomb
Center Line Schools (Chamber)	Macomb
Chippewa Valley Schools	Macomb
Clintondale Schools	Macomb
Fitzgerald Public Schools	Macomb
Fraser Public Schools	Macomb
L'Anse Creuse Public Schools	Macomb
Lincoln High School	Macomb

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Macomb Academy	Macomb
MISD/Autism Program	Macomb
MISD/Deaf Programming	Macomb
MISD/Lutz (2)	Macomb
MISD/Neil Reid School	Macomb
MISD-Warren Woods-POHI	Macomb
Mt. Clemens School	Macomb
New Haven High School	Macomb
Richmond High Schools	Macomb
Romeo Community Schools	Macomb
South Lake Schools	Macomb
Southwest Macomb Tech Ed. Con	Macomb
Warren Consolidated Schools	Macomb
Delta Schoolcraft ISD	Marquette
Dickinson-Iron ISD	Marquette
Eastern UP ISD	Marquette
Gogebic-Ontonagon ISD	Marquette
Marquette-Alger ISD	Marquette
Menominee ISD	Marquette
Bay-Arenac ISD	Mid-Michigan
Clare-Gladwin RESD	Mid-Michigan
Midland Co. ESA	Mid-Michigan
Saginaw ISD	Mid-Michigan
Charlevoix-Emmet ISD	Northern MI
Cheboygan Area Schools	Northern MI
C.O.O.R. ISD (2)	Northern MI
ESD-AMA	Northern MI
ESD-COP	Northern MI
Gaylord Comm. Schools	Northern MI
Iosco-Voc/Se/RESA	Northern MI
RESA Iosco	Northern MI
Traverse Bay Area ISD (2)	Northern MI
Wexford-Missaukee ISD	Northern MI
Bloomfield Hills Public Schools (2)	Oakland
Huron Valley School	Oakland
Oak Parks School	Oakland
Oakland Schools (2)	Oakland
Rochester Comm. Schools	Oakland
Royal Oak Public Schools	Oakland
W. Bloomfield Schools	Oakland
Berrien Co. ISD	Southwest MI
Branch ISD	Southwest MI
Calhoun ISD	Southwest MI
Kalamazoo RESA	Southwest MI
Lewis Cass ISD	Southwest MI
St. Joseph Co. ISD	Southwest MI
Van Buren ISD	Southwest MI

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Dearborn Public Schools	Wayne
Monroe Co. ISD	Wayne
West Wayne Skills Center/Livonia Schools	Wayne
Wayne Co. RESA	Wayne
Allegan ISD	West Central
Baldwin Community Schools	West Central
Mason/Lake ISD	West Central
Montcalm ISD	West Central
Muskegon Area ISD	West Central
Oceana ISD	West Central
Orchard View Schools	West Central
Ottawa Co. ISD	West Central
Wexford-Missaukee ISD	West Central

2. The University of Michigan Office Space and Services of Office, Staff Benefits - Ann Arbor

This joint program provides services to University of Michigan employees with disabilities to enable these workers to return to suitable, productive employment as promptly as possible.

3. Community Mental Health Agreements

These joint rehabilitation and mental health programs operate under an umbrella agreement with separate local contracts. The umbrella agreement is between the Michigan Rehabilitation Services and Community Health. The purpose of the umbrella agreement is to permit MRS district offices and local community mental health centers to (a) provide for the continuance of cooperative programs; (b) expand current program activities; and/or (c) respond to rehabilitation needs of mentally ill and developmentally disabled people in communities where integrative programs are limited or do not exist.

The individual local contracts are formal agreements for funds and services between MRS district offices and community mental health (CMH) boards or centers. Clients must be eligible for vocational rehabilitation services.

The CMH boards provide state and local matching funds, liaison, diagnostic and clinical information, and therapy. MRS assigns needed staff and provides the full range of rehabilitation services according to client needs.

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The following CMH agreements are in effect during FY 2007 and are renewed annually. A small number may be added in FY 2008 for which waivers of statewideness will be sought.

Community Mental Health Agency

MRS District

Jackson Lifeways	Ann Arbor
Livingston County CMH	Ann Arbor
Livingston CMH - Genesis	Ann Arbor
Wash. Co. CMH	Ann Arbor
Wayne County CMH	Detroit East
Huron Behavioral Health Services	Eastern MI
Lapeer Community Mental Health	Eastern MI
Sanilac County CMH	Eastern MI
St. Clair Co. CMH (2)	Eastern MI
Kent Co. CMH (2)	Grand Rapids
Ionia County CMH	Grand Rapids
Clinton-Eaton-Ingham CMH (2)	Lansing
Community Mental Health	Macomb
Copper Country CMH	Marquette
Gogebic County CMH	Marquette
Hiawatha Beh. Health	Marquette
Northpointe Beh. Healthcare	Marquette
Pathways	Marquette
Bay-Arenac CMH Services Board	Mid-Michigan
Central Michigan CMH	Mid-Michigan
Oakland Co. CMH Services	Oakland
Au Sable Valley CMH	Northern MI
Manistee/Benzie CMH Services	Northern MI
North Country CMH	Northern MI
Northeast Michigan CMH	Northern MI
Northern Lakes CMH	Northern MI
Branch Co. CMH	Southwest MI
Calhoun CMH/Summit Pointe	Southwest MI
CMH of Barry Co.	Southwest MI
Kalamazoo CMH	Southwest MI
Riverwood CMH	Southwest MI
St. Joe CMH	Southwest MI
Van Buren Co. CMH	Southwest MI
Woodland Beh. Healthcare Ctr.	Southwest MI
Monroe CMH Authority	Wayne
Allegan Co. CMH	West Central
Montcalm Ctr. for Behav. Health	West Central
Ottawa Co. CMH	West Central

4. Three Party Agreements

These agreements represent collaborative programming between MRS, CMH, and ISDs. The purpose of these types of agreements is to promote efficient coordination of comprehensive services necessary for youth with developmental and mental/emotional disabilities to achieve vocational/career preparation while in high school and more efficiently transition into suitable employment following education. The collaboration of these three entities promotes more cost-effective use of limited funds to serve more individuals from a targeted population (school youth). Referrals are made from either local CMH or ISD.

The following three party cooperative agreements are in effect during FY 2007 and are renewed annually.

<u>Agency</u>	<u>MRS District</u>
St. Clair Co. CMH/ISD	Eastern
Tuscola Behav. Health Svs./Tuscola ISD	Eastern
Copper Country ISD/CMH	Marquette
Gratiot-Isabella RESD and CMH	Mid-Michigan
Manistee ISD/CMH	Northern
Mecosta ISD/CHM	West Central
Muskegon Area ISD & CMH	West Central
Newaygo Co. CMH & ISD	West Central

5. Other Agreements

Rehabilitation program agreements have been jointly developed with county departments of the Family Independence Agency (FIA) and other agencies to expand the delivery of rehabilitation services to special populations who meet MRS eligibility requirements, such as adjudicated youth, American Indians, welfare recipients, etc.

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The following cooperative agreements are in effect during FY 2007 and are renewed annually. A small number may be added in FY 2008 for which waivers of statewideness will be sought.

<u>Agency</u>	<u>MRS District</u>
Hillsdale Co. FIA (NOW DHS)	Ann Arbor
Lenawee Co. FIA (NOW DHS)	Ann Arbor
Washtenaw-Livingston CSA	Ann Arbor
Blue Water. Wayne County CIL	Detroit West
Covenant	Detroit West
Detroit Rescue Mission	Detroit West
Sickle Cell Disease of America	Detroit West
Detroit Recovery Project	Detroit West
Wings of Faith	Detroit West
MI. Works! Career Alliance	Eastern MI
MI. Works! Career Alliance (mentoring)	Eastern MI
St. Clair Co. FIA (NOW DHS)	Eastern MI
Kent County DHS/Sojourners - TBI	Grand Rapids
Kent County - Corrections/GWI	Grand Rapids
Kent County - Exodus Ministries/Hope	Grand Rapids
Kent County - Health Dept. Mary Free Bed	Grand Rapids
Kent DHS/Disability Adv. Kent Co.	Grand Rapids
Network 180	Grand Rapids
Network 180 Pine	Grand Rapids
Network 180 Substance Abuse	Grand Rapids
Ingham Co. DHS	Lansing
Mid-South Sub. Abuse Com.	Lansing
Macomb Community College	Macomb
Macomb City Office of Sub. Abuse	Macomb
Hannahville Indian Comm.	Marquette
Dickinson County Commission (TRICO)	Marquette
Little River Band of Odawa Indians	Northern MI
NMB DHS (Crawford County)	Northern MI
Northern MI SAS, Inc.	Northern MI
Oakland Community College (2)	Oakland
Berrien DHS	Southwest MI
Calhoun Area Tech Center	Southwest MI
Kalamazoo Cty. Criminal Justice MPRI	Southwest MI
Kalamazoo DHS Goodwill	Southwest MI
Kalamazoo DHS - Surgery	Southwest MI
Mid-South Sub. Abuse	Southwest MI
MPRI Berrien	Southwest MI
Schoolcraft College (2)	Wayne
SEMCA	Wayne
County of Ottawa	West Central
Montcalm Community College	West Central
Muskegon Community College	West Central

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Multi-District Agreements

None

MRS will seek cash match agreements in fiscal year 2008 to augment funds and to develop specific targeted agreements with local agencies.

Attachment 4.8(b)(1): Cooperation and Coordination with Other Agencies and Entities -- Cooperation with Agencies That Are Not in the Statewide Workforce Investment System and with Other Entities

MRS cooperates with federal, state, and local public agencies that are not a part of the statewide workforce investment system to provide comprehensive services related to the rehabilitation of individuals and groups of individuals with disabilities.

Such cooperative relationships include the following:

- A) A cooperative agreement with the state entity responsible for the Medicaid program to coordinate the utilization of Medicaid for individuals who are eligible for both Medicaid and MRS services. This agreement includes roles and responsibilities of each party for services and funding, methods for resolving disputes, and reimbursement arrangements.
- B) Agreements with the Michigan Department of Human Services (DHS) to 1) facilitate collaborative services for eligible adjudicated youth, 2) Michigan's TANF population with disabilities, served in the Family Independence Program (FIP), and 3) with the Jobs Education and Training (JET) program to assist willing incapacitated TANF recipients to attain employment and self-sufficiency. The JET program is a state of Michigan special project that is not funded with Title I or Title VIb dollars.
- C) An agreement with the Michigan Department of Corrections to provide vocational rehabilitation to eligible ex-felons with disabilities being released to the community.
- D) An interdepartmental workgroup consisting of Michigan Rehabilitation Services, Department of Human Services, and Michigan Department of Community Health to implement plans for integrating the components of the Ticket To Work/Work Incentives Improvement Act (TTWWIIA).
- E) Cooperation with Social Security Administration (SSA) regional and local district offices to establish and improve the use of work incentives for social security disability recipients returning to work. Each MRS office has dedicated staff to address special needs of SSA recipients. These staff collaborate with SSA funded

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benefits planners to assure accurate information for SSA customers entering the workforce. MRS has a formal agreement with SSA to act as an Employment Network under the Ticket-to-Work program. The Agency also has agreements with seven other employment networks and will continue to explore further opportunities to collaborate in the delivery of vocational rehabilitation services to individuals who have a "Ticket-to-Work" from SSA.

- F) MRS works closely with the Department of Mental Health's Medicaid Infrastructure Grant, which facilitates recently approved Medicaid expansion to persons with disabilities who seek employment.
- G) MRS continues a collaborative agreement with the United States Department of Agriculture, Rural Development that promotes enhanced employment and housing opportunities for persons in rural areas.
- H) MRS continues involvement in State use contracting programs to support employment of persons with disabilities.
- I) Through an agreement with MRS and MCB, the governor-appointed Michigan Commission on Disability Concerns (MCDC) educates employers about ADA and the benefits of hiring workers with disabilities. MCDC also sponsors, along with other consumer groups, an annual Michigan Youth Leadership Forum to develop a new generation of leaders with disabilities in the State.
- J) MRS continues to implement a Memorandum of Understanding that establishes the principles, terms and conditions under which the United States Department of Labor-Employment and Training Administration, Apprenticeship Training, and Employer & Labor Services develop, promote and coordinate strategies that lead to increased career opportunities for persons with disabilities in the skilled trades.
- K) The agency has three cooperative agreements with Michigan State University (MSU) Project Excellence. The first links the university's research and evaluation capabilities with the agency's need for comprehensive needs assessments and continuous improvement measures. The second is for student internships that support CSPD recruiting efforts from state universities that have CORE-approved master's degree programs in vocational rehabilitation counseling. The third is for the cooperative development and implementation of an on-line learning and knowledge system ("E-Learn") to provide staff with training and development.

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- L) The agency recently updated an agreement with the Michigan Student Financial Aid Association to facilitate maximum use of student financial aid resources for MRS customers who will attend post-secondary education.
- M) MRS has completed memoranda of understanding (MOU) with a majority of public institutions of higher education (IHE) in the State. This MOU provides for the coordination of services for students of a public IHE who are also eligible customers of MRS. It addresses the responsibilities of each party under the laws that condition services for each. It stipulates that MRS is responsible for the provision of vocational rehabilitation services under the Section 103 (a) of the Rehabilitation Act as amended, and that the IHE is responsible for the determination of what constitutes reasonable accommodation to its programs, and for the provision of the same. The agreement addresses financial responsibilities of the parties, and sets forth methods of solving interagency disputes.

In the unlikely event that not every public IHE completes an MOU with MRS and in order not to disadvantage MRS customers who choose to attend an IHE that has not signed an MOU, MRS will continue to purchase educational services from such an IHE on terms similar to the terms offered to an IHE that has signed an MOU with MRS.

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Attachment 4.8(b)(2): Cooperation and Coordination with Other
Agencies and Entities -- Coordination with
Education Officials.

The state vocational rehabilitation agency will continue to coordinate services and activities with education officials to facilitate the transition of students with disabilities from school to the receipt of vocational rehabilitation services and successful transition. At the secondary level, it also coordinates the development and approval of an individualized plan for employment (IPE) at the earliest possible time during the transition planning process that VR services are appropriate prior to the student's graduation.

In 1999, an interagency agreement was signed with the lead agency, the Department of Education, Office of Special Education and Early Intervention Services, to support the seamless transition of students from school to adult life that facilitates the development and completion of their individualized education program (IEP) under section 614(d) of the Individuals with Disabilities Act. This agreement was interpreted through publishing and disseminating a booklet entitled, "Transition Services for Youth, Answers to Frequently Asked Questions".

The agreement addresses key items identified in the Act, including:

- A) Consultation and technical assistance to assist educational agencies in transition planning, particularly vocational rehabilitation services.

The Department of Education is engaging in a continuous improvement process designed to obtain input from stakeholders in the targeted area of transition and has sought participation and input from the state vocational rehabilitation agency. The state unit staff provides technical assistance and consultation and participates as a member of the educational agency Continuous Improvement Monitoring Process Steering Committee and the Transition Outcomes Project. The Special Education Advisory Committee (SEAC), consisting of 33 governor appointed representatives including the State unit as an ex-officio member, continues to emphasize transition and will make recommendations to the Michigan State Board of Education for a new administrative rule about the age at which

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Michigan students begin receiving transition services and changes to existing rules regarding sign language interpreters and definition of eligibility for students having learning disabilities.

- B) Transition planning between the educational entity and the state unit that facilitates the development and completion of individualized education programs.

The vocational rehabilitation agency staff does not complete the individualized education program (IEP); the IEP Team, which includes the educational entity staff, completes the individualized education program. Partnership agreements currently in place address the participation of state agency staff in the IEP process; rehabilitation counselors are often invited to participate in IEPs to share vocational expertise and/or work with the student. Increased emphasis on parental consent for interagency referral and parental involvement with the IEP team is occurring as a result of IDEA 2004 legislation.

The state unit collects data and maintains a directory of agency counselors specializing in transition caseloads including staff who maintain partial transition caseloads. Linkages between district offices and local schools are both formal, as evidenced through written partnership agreements, and informal, as evidenced by significant communication and collaboration in the absence of a written partnership agreement.

- C) Roles and responsibilities of lead agencies including the identification of lead agencies and qualified personnel responsible for transition.

Training and technical assistance regarding the role, function and requirements of the vocational rehabilitation program in coordinating transition services with schools is an ongoing process. Education and Early Intervention Services has implemented new requirements for transition coordinators, effective in the year 2005 and the transition coordinator approval process continues.

The State agency and the educational agency will continue to provide statewide training to promote the legal mandates for transition services, as well as to provide joint training to counselors and coordinators,

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emphasizing the collaborative requirements of the transition process. This training will include key stakeholders both as trainers and as learners. Such training will also be conducted at independent statewide conferences and at agency sponsored workshops designed to meet the training needs of rehabilitation counselors.

Transition coordinators work closely with vocational rehabilitation agency counselors and other education personnel to ensure the completion of the IEP. A discretionary project, TOP (Transition Outcomes Project), continues formula funding to Michigan's 57 Intermediate School Districts (ISD). TOP also initiated an accountability component that requires a review of a statistically significant sample of IEPs from each of the ISDs and a compilation of results for continued planning. This process has involved Directors of Special Education and transition coordinators in capacity building at the community level. Results are being used to address issues in the Michigan Department of Education's State Performance Plan (SPP). By participating in the CORE Planning Team, MRS and MiConnections staff are part of a team addressing SPP indicators.

Indicator # 1: percentage of Youth with IEP's graduating with regular diploma;

Indicator # 2: percentage of Youth with IEP's dropping out of high school;

Indicator # 13: percentage of Youth with IEP goals to meet postsecondary goals; and

Indicator # 14: (one-year follow-up for employment and postsecondary school)

Partnerships at the state level between the educational entity and the state unit have resulted in a sharing of many of the costs of transition. Agreements between entities at the local level address the use of financial resources and specify data sharing activities. The state vocational rehabilitation agency funds activities required for the eligible student's Individualized Plan for Employment (IPE), such as job seeking skills, job training, job placement and job coaching. The educational entity funds services required as a part of the IEP, such as community-based instruction, work-based learning, transition coordination, leisure skills training, adult living skills training, social skills training, self-determination skills training.

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The MRS-MDE/OSE agreement is designed to act as a template or model for the subsequent development of local partnership agreements that address school to work activities and the Michigan Career Preparation system.

Both local school districts and the state vocational rehabilitation agency have established strong relationships with employers to support the employment of individuals with disabilities. The Career Preparation system links not only schools, the state vocational rehabilitation agency and workforce investment agencies, but also routinely includes employers in the planning and implementation of the Career Preparation system.

The state unit is engaged in creating resources and capacity to support the identification of post-secondary training when appropriate in support of the Governor's emphasis on increasing and keeping college graduates in Michigan. A "Transition Guide to College" was jointly authored by local educational agency personnel and vocational rehabilitation personnel to support this initiative. Wide circulation of the guide to both educators and state unit counselors continues.

- D) Identification of and outreach to students includes the assignment of rehabilitation staff to schools, other educational entities, and Intermediate School Districts to act as liaisons and outreach agents. School transition coordinators work cooperatively with designated MRS staff to identify students who could qualify for services. Identification of and outreach to students includes a description of the vocational rehabilitation program, eligibility requirements, application procedures, and the scope of services available to eligible students. Identification and outreach activities also address services to students eligible under Section 504 of the Rehabilitation Act and eligible incarcerated youth with disabilities.

All MRS district business plans include a description of identification and outreach strategies, community development plans, and capacity building. The agency monitors and assures that district office plans address outreach to youth and students with disabilities from underserved populations such as minorities and at risk populations. Data and management reports are provided to support the development of business plans that result in

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improved outcomes for all youth, with emphasis on improved outcomes for minority and at risk youth.

State unit staff routinely participate in outreach activities through the creation and dissemination of marketing brochures and booklets as well as regular presentations, exhibits, poster sessions and presence at education and other related conferences.

Michigan Rehabilitation Services continues to work with the Bureau of Juvenile Justice and the Department of Human Services to better meet the needs of adjudicated youth with disabilities in that system. A VR counselor is assigned to each state-run facility in order to provide technical assistance and receive referrals. Annual interagency cross-training continues.

Michigan Rehabilitation Services received grant funding from the U.S. Department of Labor to collaboratively develop MI Connections, a high school-high tech program for Michigan students with disabilities. Collaboration with the Commission for the Blind, Department of Education, and many other statewide programs (workforce system and CIL's) are critical to success. The research-based MiConnections' Guideposts are being adopted by both the educational entity and the state unit as a best-practice model for providing a breath of transition services.

Michigan Rehabilitation Services is a cooperating partner on a Shared Youth Vision grant, identified as Michigan Youth Forum, to build a collaborative youth network. Initial focus is on young people in foster care and existing in that system.

The state vocational rehabilitation agency entered into an informal agreement with Adult Education to provide guidance and technical assistance on learning disabilities as support to adult educators. An interagency team has convened as a preliminary effort to develop state policy and screening recommendations on learning disabilities for use with learners in alternative education settings.

Attachment 4.8(b)(3): Cooperation and Coordination with Other Agencies and Entities -- Cooperative Agreements with Private Non-Profit Vocational Rehabilitation Service Providers.

In establishing cooperative agreements with private non-profit vocational services providers, the State Unit, consistent with 34 CFR 361.51 requires accessibility of facilities, personnel standards, and the prevention of fraud, waste and abuse. The State Unit continues to work to develop standards for providers of service, provider information to promote consumer informed choice, and outcome and performance measures.

The agency continues to establish relationships with private non-profit organizations that are community rehabilitation providers, medical service providers, and providers of other services and supports that are required by customers to achieve the goals in their Individualized Plans for Employment. These services include medical and psychological assessments and services, job development and employer services, job coaching and facilitation, accommodations and ergonomics, independent living services to support employment goals, follow up services, and other services especially for individuals with significant disabilities. The agreements vary from information and referral relationships; cash match agreements, fee for service relationships, to grant relationships. Quality, cost, effectiveness, and customer satisfaction with services are reviewed periodically. Vendors and community partners are informed of the agency strategic goals and are involved in, or provide input into, district work plans and community resource development. District staff develop relationships in the community to meet the needs of their customers and to provide choice of providers to their customers. Activities include developing relationships and agreements with employment networks to implement the Ticket to Work program. At the state level, the agency director has a positive working relationship with the MARO Employment and Training Association to develop standards consistent with the Rehabilitation Act.

The state's independent living/centers for independent living (IL/CIL) program promotes program collaboration and cooperative agreements, at both the state and local levels. The IL/CIL program is established by the Michigan State Plan for Independent Living (SPIL) in accord with public policy commitments of the federal Rehabilitation Act. As

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established by the Statewide Independent Living Council (SILC) and other SPIL partners, the Michigan IL/CIL program emphasizes the development and expansion of a variety of partnerships and cooperative agreements, which are specified in the SPIL.

The IL/CIL program is responsible for the development and support of a statewide network of consumer-run centers for independent living (CIL) and community IL supports that help people with disabilities exercise self-determination and participate fully in their communities. Formal partnership agreements at both state and local levels specify annual objectives and collaborative working arrangements between the CILs and local MRS offices. As addressed in these agreements, one role of the statewide IL/CIL network is to function as an essential part of the state's comprehensive workforce development and rehabilitation system, serving to facilitate the delivery of vocational rehabilitation and other workforce development services and to promote consumer success in obtaining, maintaining, and advancing in employment.

As the responsible administering agency for the IL/CIL program, MRS provided an FY 2006 total of \$5.3 million in grants - including \$2.4 million for CIL operations and outreach, \$2.4 million for Title I VR funding for vocationally related services to MRS customers and \$.5 million for state funding for reimbursement of vocationally-related personal assistance services. The IL/CIL grants went to 17 private, non-profit organizations, which included twelve full-functioning CILs, three communities with developing CILs or CIL planning initiatives, and two statewide organizations (the Statewide Independent Living Council (SILC) and the Disability Network/Michigan (DN/M) - formerly the Michigan Association of Centers for Independent Living (MACIL)). Overall, the network provided a total of more than 90,000 hours of community services and had more than 34,000 individuals participate in CIL services during FY 2006.

At the state level, the SPIL reflects cooperative agreement among the three SPIL Partners, which include the SILC, the Michigan Commission for the Blind, and MRS. The SPIL is also developed in collaboration with community partners, including the non-profit organizations of DN/M and the Michigan Disability Rights Coalition (MDRC). The MRS grant agreements with SILC and DN/M specify cooperative agreements for implementation of the SPIL as well as

development and support of the CIL network during the year. Each CIL has a comprehensive grant agreement with MRS that specifies the array of its commitments to meet federal CIL standards and carry out the full range of its responsibilities under the SPIL. One part of each grant is a local level collaborative agreement detailing the cooperative arrangements between the CIL and local MRS office for the direct delivery of services to MRS customers in support of vocational goals. Each local agreement addresses needs and services determined most appropriate for the community, reflecting both MRS priorities (such as services to youth with disabilities) and the ongoing MRS/CIL collaboration. Service areas most often included in these local agreements are prevocational empowerment services to help MRS consumers prepare for employment, long-term support services to help MRS consumers maintain and advance in employment, and transitional services to help students prepare for the move from school to adult life and employment in the community. Many of the agreements also address the development of community partnerships to facilitate vocational outcomes and outreach to minority, unserved, and underserved populations.

A relatively new area of collaboration continued during FY 2006 was establishment of a total continuous improvement process for CILs. The process was developed and implemented through collaboration among the SILC, MRS, MCB, DN/M, Michigan Protection and Advocacy Services (MPAS), and the Michigan Rehabilitation Council (MRC). An extensive site review protocol addresses both compliance with national CIL standards and recognized good practice. During FY 2006, collaborative review teams visited six CILs, completing visits to all of the state's fifteen CILs. Detailed reports are provided to each of the visited CILs, highlighting outstanding performance as well as any compliance issues and good-practice recommendations.

Details of the statewide IL/CIL program, including its cooperative agreements, are provided in the SPIL and in the related annual Section 704 Performance Report.

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Attachment 4.8(b)(4): Cooperation and Coordination with Other
Agencies and Entities -- Evidence of
Collaboration Regarding Supported
Employment Services and Extended Services

The state vocational rehabilitation agency maintains a long-standing agreement with the Department of Community Health for the provision of extended services for individuals with the most significant disabilities. The agreement includes persons with developmental disabilities and mental impairments. This agreement is operationalized at local levels through the creation of specific partnership agreements between community mental health service providers, MRS and community rehabilitation organizations.

In 1998, the Department of Community Health and the State Unit jointly issued a set of guidelines for the provision of supported employment services. In brief, the agreement stipulates that MRS is responsible for time limited supported employment services, and community mental health providers are responsible for extended supported employment services. The policies and collaboration were reconfirmed in FY 2000 to staff and providers. Guidelines were jointly developed and distributed to assist communities in the development and expansion of supported employment services. The State Unit currently engages in bi-monthly meetings with mental health officials to support continued collaboration for the provision of supported employment services and other services required for successful employment and independent living outcomes for persons with disabilities.

With the move by the Department of Community Health to managed care contracts with local community mental health boards, there has been substantial change in the funding structure and eligibility criteria for mental health consumers. Agreements between Community Mental Health and local field offices of Michigan Rehabilitation Services have had to adapt to these changing circumstances, which have had the effect of shifting some of the costs for supported employment from local mental health entities to the agency. The agency continues to address these shifts by engaging local mental health entities in dialogue, in order stem a decline in supported employment extended support services for significantly disabled consumers. The Agency participates on an interagency committee on

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Supported Employment that has been called for by the
Governor's Mental Health Commission for the purpose of
improving Supported Employment opportunities in the State.

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Attachment 4.10: Comprehensive System of Personnel Development

Regulation:

The designated State agency has implemented a comprehensive system of personnel development that meets the requirements of section 101(a)(7) of the Act and 34 CFR 361.18.

Compliance Strategy:

Michigan Rehabilitation Services (MRS) has completed a five-year plan to demonstrate compliance with the comprehensive system of personnel development (CSPD) regulations. MRS has had MRC representatives' frequent input into the development of the Agency's staff development activities and plans. The objective of this plan is to assure that persons with disabilities are receiving needed services by staff who are qualified in their respective fields. The following definitions clarify the state standard of qualified rehabilitation counselor, qualified vocational technical teacher, qualified rehabilitation assistant, and qualified interpreter. These definitions are based on standards, which are consistent with the highest requirements in the state:

- A qualified rehabilitation counselor is defined as counselor with a master's degree in rehabilitation counseling or guidance and counseling or related counseling field which require a supervised internship or has attained the educational standards established by Commission on Rehabilitation Counselor Certification for a certified rehabilitation counselor (CRC).

Having a master's degree in an unrelated field is no longer sufficient for entry-level employment as a rehabilitation counselor. An unrelated master's degree is defined as a special education degree, social work degree, etc. Currently employed counselors with master's degrees in unrelated fields must complete all course work they are lacking which demonstrates they have attained the educational requirement consistent with the Certified Rehabilitation Counseling (CRC) standards by year 2006 or by 2010 if they are a person with a disability that affects their life span or physical stamina.

If any case-carrying staff do not attain such educational standards by their designated compliance date they will relinquish their title of "counselor" and be reassigned

duties consistent with their educational level, skills and abilities. Therefore, a counselor who does not attain the educational standards will not be permitted to determine eligibility or be involved in plan development and approval, approval of plan amendments, or rehabilitated closures unless assisted by a qualified rehabilitation counselor.

- a vocational technical teacher or instructor employed by the state agency must demonstrate that they are qualified in their respective field by having the appropriate educational degree or work experience, teaching methodology course work or seminar as required by the state technical school's accrediting agencies. Also, such teacher must attend, at least, every five years an in-service training program on disability sensitivity, informed choice and acquisition of needed reasonable accommodations or modifications.
- a qualified rehabilitation assistant is a staff who annually attends all training programs, which they and their respective supervisor have deemed necessary.
- the State standard for a qualified interpreter is one who is certified by the Registry for Interpreters for the Deaf (RID), possesses a Level III or Interpreters Certification and/or Transliteration Certificate and is an interpreter of the customer's choosing.

The MRS CSPD plan has four implementation phases for attaining and maintaining a qualified work force who meet the standards that are based on the highest requirements in the State. A fourth phase was added fiscal year 2002 and addressed the addition of the 2010 compliance date for six staff with disabilities that impact on their physical stamina and/or life expectancy.

Funds have been committed to provide needed training for current staff from the state's in-service training grant and a long-term CSPD training grant from RSA. The MRS Plan assures that personnel will complete training and have access to developmental interventions needed to meet the standards in a timely manner. The CSPD plan phases and their outcomes are outlined as follows:

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Phase One FY99-FY00: The Diagnostic Phase

- 1-educate the workforce to the qualified standards and agency commitment to assisting them with attaining such standards;
- 2-determine the gap between each employee's current educational levels and the previously mentioned qualified standard by conducting a survey of all current case carrying personnel. Collection of this data and analysis of these survey results will determine who needs additional academic training, which assures that they have attained the educational standards consistent with the Certified Rehabilitation Counseling (CRC) standards;
- 3-educate staff to the funds available to assist staff in pursuing needed academic course work; and
- 4-develop a database for tracking each employee's educational levels and progress toward attaining the status of being "qualified" in their respective fields.

This Phase has been completed.

Phase Two FY00-FY04: The Implementation Phase

- 1-maintain established database;
- 2-track staff's progress toward attainment of qualified standards;
- 3-educate personnel involved in hiring on how to assure that qualified applicant pools are being utilized;
- 4-assist higher education institutions with RSA funding in Michigan with recruitment and retention efforts.

This Phase has been completed.

Phase Three FY 04-05: The Evaluation Phase

- 1-assess the effectiveness and efficiency of the CSPD; and
- 2-update data on projected workforce needs for the next five years.

This Phase has been completed.

Phase Four FY05-FY10: The Compliance Phase Of Six Staff with Disabilities

- 1-provide ongoing support to the six staff with disabilities that have a compliance date of 2010
- 2-provide funding for completion of required courses using federal training grant dollars;

3-educate staff to the CSPD direction for the next five years; and
4-in FY 2008 the five (5) counselors that have not attained the required educational standards that allow them to provide VR core services will be reassigned.

Section 4.10(a)

Regulation: Collection and analysis on an annual basis of data on qualified personnel needed and personnel development consistent with the provisions of 34 CFR 361.18(a).

Compliance Strategies:

The following four tables indicate that the data needed for compliance to Section 4.10(b) (1:i-iii) has been updated for this fiscal year. The four tables will present data as follows:

- Table One demonstrates that data is being collected to document the number of personnel who provide vocational rehabilitation services broken down by personnel category (361.18(a)(1:i-ii)).
- Table Two demonstrates the number of personnel who will be needed by the State agency to provide vocational rehabilitation services in five years based on projections of the number to be served including the numbers of personnel expected to retire or leave the field (361.18(a)(1:iii)).
- Table Three demonstrates that data is being collected to document the adequacy of a qualified applicant pool of graduates from the post-secondary institutions in Michigan receiving RSA funding (361.18(a)(2:i-iii)).
- Table Four documents the current number of agency's counselors that have the certified rehabilitation counseling certificate, master's degree in rehabilitation counseling, master's degree in related field, and which counselors will need to pursue additional course work to attain the state standard of qualified rehabilitation counselor.

Table One
361.18(a)(1:i)

Personnel Category	Number of State Employees
*Rehabilitation Coordinators	5
Rehabilitation Counselors (masters degree)	264**
Rehabilitation Educators (voc. technical center teachers)	25 plus four school teachers
Site managers who may carry a caseload (masters degree)	32

* Rehabilitation Coordinators are bachelor-level counselors who are targeted in the development plan to attain their master's degrees. If we combine the counselors, coordinators and site managers, then we have 298 potential case carrying staff.

** By the end of FY 2007, it is anticipated MRS will increase counselor count by 30 positions in support of DHS initiatives.

DATA SOURCE: MAIN Data Base-Payroll #3 Category, ending 2006.

The following table illustrates the number of anticipated retirees and number of anticipated customers at the beginning of FY 08. The annual turnover rate of counselors remains constant at 10% or less and those positions continue to be filled within three to six months of a counselor's departure. The ratio of current customers, rehabilitated or not, is 1:110. The staff ratio of 1 counselor to 162 customers will occur in 2007, if a) there is no reduction in force initiative, b) the projected growth in customers served has been projected correctly at 1 to 3% gain annually, c) MRS continues to successfully handle the 9,400 Tickets-to-Work assigned to the agency, and d) the agency has an FTE count of 291 counselors by filling immediately all vacated positions and obtaining 27 additional positions.

Table Two
361.18(a)(1:iii)

Number of projected individuals with disabilities that will be served in 2007-08(based on an annual increase of 3%)	Number of anticipated retirees by year 2006-07
47350	10

*The actual retirements in 2006 did not exceed the projected number. It is not anticipated that this will increase in the next year. However, within the next three to five years, the number of staff eligible for retirement will greatly increase. Succession and recruitment plans outlined later in the document address this issue.

The following table documents the current enrollment at the three CORE accredited rehabilitation counseling programs in Michigan in FY 2006, the most current information available.

Table Three
361.18(a)(2)(i-iii)

CORE accredited Higher Education Institutions	Michigan State Data reported Fall 2006	Wayne State University Data Reported for Fall 2006	Western Michigan University Data reported for Fall 2006
Current enrollment in rehabilitation counseling master's program	28	41	13
2006-2007 Graduates from rehabilitation counseling master's program	9	6	6

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Number of minority students	9	25	3
Number of current students with disabilities	5	16	7

Current enrollment and graduation rates at the three CORE accredited master's rehabilitation counseling programs provide a strong application pool. Geographically, there are, however, problems in identifying qualified candidates. The fact that counseling starting salaries have not remained competitive with other opportunities for graduates and the elimination of CRC-04 criteria have significantly increased the challenges in recruiting and retaining qualified rehabilitation counselors. Exploration of expanding certification requirements to include eligibility for more individuals will occur in 2007.

The following table indicates that 100 percent of the Bureau's current case-carrying staff are in compliance with state standard of qualified rehabilitation counselor.

Table Four
Current Level of Compliance

<u>Educational Standard</u>	Number of case carrying staff N= 260
Have already attained the educational standard of a qualified rehab. counselor by having a master's degree in Rehabilitation Counseling, Guidance and Counseling, Related Counseling Field and/or are CRC certified.	252 individuals
Staff scheduled to attain their needed educational standards by September 2010 due to receiving a reasonable accommodation for a time extension under the ADA	8 have been granted an ADA extension to get in compliance by 2010 in case they don't retire as expected)

DATA SOURCE: FY 2004 CSPD Databank

Site managers occasionally inherit a caseload for a brief period of time, when a counselor leaves or is on medical leave. Thirty-one of the thirty-two site managers have the necessary educational degrees needed to be a qualified rehabilitation counselor in the state of Michigan. In the geographic area where the one site manager has an unrelated master's degree, we have a district manager whose educational degrees are in compliance with the state standard for a qualified rehabilitation counselor and, therefore, would provide emergency caseload coverage.

DATA SOURCE: FY 2004 CSPD Databank

Compliance Strategy:

CSPD grant funds ended in September 2004. Federal Training Grant funds are currently used to support educational attainment in accordance with CSPD standards. Prioritization is as follows:

- 1) counselors with disabilities which impact on life span or physical stamina;
- 2) coordinators working on master's degree or master's level classes to meet CSPD requirements;

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- 3) all other MRS Civil Service staff with bachelor's degrees, working on CSPD eligible master's degree to become rehabilitation counselors.

Section 4.10(b)

Regulation:

Plan to address the current and projected needs for qualified rehabilitation personnel including the coordination and facilitation of efforts between the designated State unit and institutions of higher education and professional association to recruit, prepare, and retain qualified personnel, including personnel from minority backgrounds, and personnel who are individuals with disabilities (34 CFR 361.18).

Compliance Strategies:

MRS, with strong support by the Michigan Rehabilitation Council, has a longstanding commitment to recruit, prepare and retain staff that are representative of minority cultures and persons with disabilities. The general population of Michigan has a minority population of 17%. (DATA SOURCE: 2000 US Census Information) MRS has established a strategic goal that the agency will, at minimum, maintain at least twenty percent of the state agency workforce as representative of persons from minority backgrounds and/or individuals with disabilities. In FY 06, data indicates that 28.5% of the work force consists of minorities and 6.32% consists of people with disabilities. The numbers for employees with disabilities is not felt to be accurate because the only data available is based on self-report at the time of employment and is not updated as employees age.

The following recruitment and retention activities are on-going:

RECRUITMENT AND PREPARATION ACTIVITIES

- Assess and monitor the enrollment at the higher education institutions within the state with an emphasis on the RSA funded master's programs.
- Facilitate the visibility of the State unit at the institutions of higher education by:

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- a) Allowing MRS personnel to serve on university's curriculum committees and as adjunct faculty and guest lecturers;
 - b) Continue to be the most utilized placement and intern sites by the institutions of higher education; all employment opportunities with MRS are posted on the Internet. The MRS web page lists all available positions as well as the process for applying. The Michigan Civil Service Web page, which lists all state government job postings, allows quick linking to the agency's job postings.
- Annually distribute employment brochures to student attendees at the National Conference of Rehabilitation Educators, CSAVR, RSA, and the Multicultural Rehabilitation Concerns Division of the National Rehabilitation Association.
 - Distributed a staff recruitment video to all CORE accredited master's program explaining the employment opportunities with MRS and the benefits of residing in Michigan. Also distributed the recruitment video and hiring brochures to 18 master's degree programs in Michigan which offer a graduate degree in career and guidance counseling. This recruitment video prominently includes VR professionals with disabilities and professionals of minority backgrounds.
 - Encourage staff to assist customers interested in becoming a rehabilitation counselor by developing Individual Employment Plans reflective of such a vocational goal.
 - Maintain paid internship opportunities for students participating in master's graduate programs in rehabilitation counseling, particularly students with disabilities and of minority backgrounds.
 - Financial support for current staff who are not yet rehabilitation counselors, to return to college to complete appropriate master's degree programs.
 - Encourage young leaders with disabilities who participate in the Michigan Youth Leadership Forum to attend college and consider a career in the human

services, particularly fields that enhance the lives of people with disabilities.

- The Michigan Rehabilitation Council facilitates and MRS provides financial support to customers involved in the Michigan Rehabilitation Conference Customer Leadership Program to attend the Michigan Rehabilitation Conference. The Conference is attended by rehabilitation professionals throughout the state. Customers are exposed to the profession, network with professionals and employers in the field and, in previous years, many have expressed an interest in furthering their education to become a Rehabilitation Counselor, based on their experience at the Conference.

RETENTION ACTIVITIES

- Encourage staff involvement in their respective professional and advocacy organizations, including those that advocate for disability and minority populations to encourage networking and professional identity.
- Foster a constructive work place culture that values inclusion, diversity and customer and employee satisfaction.
- Invest in staff growth and development by providing training opportunities through various teaching modalities.
- Offer structured management and leadership development activities to all staff as part of succession planning with focus on participation by staff with disabilities and with minority backgrounds.
- Mentor new staff through a retired casework and staff development consultant, including mentoring to staff with disabilities and of minority backgrounds. This same consultant is developing a peer mentoring program, utilizing School for Leadership graduates in '07.

LEADERSHIP and CAPACITY BUILDING

- MRS, with support by the Michigan Rehabilitation Council, continues to provide leadership training through the following major endeavors. First, the School for Leadership is conducted annually. This School involves 25 to 30 diverse MRS staff members from all levels of employment who wish to further develop their leadership skills. The School participants not only attend leadership development training every other month for 12 months they also plan an agency-wide training program on leadership. Alumni activities continue to build leadership skills and support Bureau projects.
- The second endeavor to provide MRS staff with leadership development activities can be found through the MRS on-line learning system. On-line leadership courses and development activities are available to all staff who register for such activities.
- The third leadership activity is the agency's cultural change effort. All agency site offices are working on staff empowerment and self-actualization activities they have developed for their local staff. This is now coordinated with the Governor's and the Department's cultural change activities.
- The fourth endeavor of leadership development is the series of training programs developed for newly promoted managers. The newly promoted managers meet once a quarter to work on various leadership and management skill development.
- The fifth activity is "emerging manager" training services, which is part of a succession plan to offer awareness, leadership and management skill development for those interested in future management positions.
- Finally, all managers are encouraged to participate in leadership training offered by MRS, DLEG, and Civil Service, often in cooperation with Region V RCEP. During 2005-2006, managers participated in a "360 degree" evaluation process. This will be continued in 2007. Managers who participated are encouraged to participate in DLEG/Office of Great Workplace classes,

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including Leading with Vision & Values, Teamwork, Communication, and Coaching.

SUCCESSION PLANNING (Strategic Work Force Development)

Succession Plan Outline:

Purpose	<p>Preserve the integrity and sustain the viability of MRS to continue quality customer services and outcomes by:</p> <ul style="list-style-type: none">• Investing in fair and equitable career advancement opportunities, including leadership and management;• Minimizing program disruptions due to staff disruptions due to staff departures and reassignments; and• Promoting continuous improvement in staff and organization performance
Principles	<ul style="list-style-type: none">• Fairness and equity• Skills are more important than longevity• No pre-selection: Open, competitive civil service approach• Participation in program does not guarantee career advancement• Personal responsibility of all staff to access and participate in developmental opportunities• Continue to promote diversity in staff, ideas and approaches• Clear communication of succession plan: purpose and expected outcome by senior leadership
Components	<ul style="list-style-type: none">• Survey of staff interest• Mentoring• Training (department, bureau, Civil Service, etc.)• Coaching• Cross-bureau work experiences and training• "Download" interview with key exiting staff to promote transfer or organizational memory• Properly use back-ups• Continuation of School for Leadership

	<ul style="list-style-type: none">• Recruitment (more proactive and aggressive at high school and college levels)• Retention - focus on culture, options, advocacy for classification/pay issues• Tuition reimbursement program (to meet CSPD requirements)• Exit interview for continuous improvement• Continual analysis of potential impacts (long and short range)• Increase participants in statewide work groups. Rotate as often as possible.
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Since FY 03, MRS has been providing training opportunities for staff who are interested in management to build skills. Training has included: MRS Management Awareness seminars; opportunities to hear lessons-learned from retiring managers; budget training; generational training; various on-line; and training vendor-produced classes.

- Newly promoted managers join a cohort of staff who participate in a 12-month series of training programs to further develop their management skills.
- The MRS executive team has made a commitment to provide individualized coaching to staff who are interested in being prepared for future promotional opportunities. In addition, the executive team has been meeting with non-promoted managers to determine their staff development needs, so that a coaching and training schedule may be created.
- Working with DLEG and the Governor's Office of Great Workplace, sessions on Coaching Skill Development, Communication, and Effective Teams were offered in 2006 - 2007.
- The ability to hire 30 limited-term appointment (2-year) counselors for the JET Initiative will provide a pool of training, qualified counselors.

All activities associated with this endeavor are designed to insure well-trained staff to provide quality rehabilitation.

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They are not provided in isolation, but are inclusive of CSPD and retention strategies.

Section 4.10(c)

Regulation:

Establishment and maintenance of personnel standards meeting the requirements of 34 CFR 361.18(c) to ensure that personnel including professionals and paraprofessionals are adequately retrained and prepared including:

- (A) standards that are consistent with any national or State-approved or recognized certification licensing registration or in the absence of these requirements. Other comparable requirements that apply to the profession or discipline in which such personnel are providing vocational rehabilitation services; and
- (B) to the extent that such standards are not based on the highest requirements in the state applicable to a particular profession or discipline the steps the State is currently taking and the steps the State plans to take to retrain or hire personnel within the designated State unit so that such personnel meet standards that are based on the highest requirements in the state.

Compliance Strategy:

The State of Michigan does not have any established state personnel standards, that define a qualified rehabilitation counselor, vocational technical teacher or rehabilitation assistant. Therefore, MRS has defined these terms as listed as below. The State of Michigan does have a standard that clarifies what is a qualified interpreter and MRS utilizes this standard when hiring or contracting with interpreters.

- A) A qualified rehabilitation counselor is defined as a counselor with a master's degree in rehabilitation counseling or related field such as guidance and counseling. Having a master's degree in an unrelated field is no longer sufficient for entry-level employment as a rehabilitation counselor. An unrelated master's degree is defined as a special education degree, social work degree, etc. Currently employed counselors with master's degrees in unrelated fields must complete all course work they are lacking which demonstrates they have attained the

educational requirements consistent with the Certified Rehabilitation Counseling (CRC) standards. If they have not attained such educational standards, they no longer hold the title of "counselor" and are assigned duties consistent with their skills, educational training and experiences. They are not able to make eligibility determination decisions or be involved in plan development/amendments, closure or authorizations without the assistance of a qualified rehabilitation counselor.

- B) A vocational technical teacher and instructor employed by the state agency must demonstrate that they are qualified in their respective field by having the appropriate educational degree or work experience, teaching methodology course work or seminar and attend, at least every five years, an in-service training program on disability sensitivity, informed choice issues and reasonable accommodations for the classroom.
- C) A qualified rehabilitation assistant is a staff person who provides case management support to customers and is under the direction of a qualified rehabilitation counselor. He or she regularly attends all training programs deemed appropriate by their supervisor or developed by the Bureau.

The steps MRS has taken to assure that qualified staff are hired or current staff attain the level of being qualified are:

- 1) provided on-going training to all district managers and site managers on appropriate hiring procedures;
- 2) provided funding for staff seeking to take needed course work to attain the level of qualified counselor. Although the RSA long-term training grant is no longer available, in-service training dollars continue to support staff to meet CSPD standards.
- 3) performed an annual training needs assessment for all staff in collaboration with RCEP Region V.
- 4) established an electronic distribution system, listing private sector training programs available;
- 5) to draw national applicant pool of potential rehabilitation counselors, MRS will continue to post all counselor employment vacancies with the Rehabilitation

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Recruitment Center: National Clearinghouse of
Rehabilitation Training Materials electronic bulletin
board; and

- 6) maintain paid internships for graduates of CORE
accredited graduate programs, via grant to MSU for all
accredited programs.

Section 4.10(d)

Regulation: Staff development to ensure that all personnel employed by the designated State unit receive appropriate and adequate training 34 CFR 361.18(d);

Compliance Strategy:

POLICY REFERENCE

According to the State of Michigan's Civil Service Strategic
Plan, the state of Michigan has continued its commitment to
having a well-trained and effective workforce in state
government.

PROCEDURES AND ACTIVITIES

To ensure that all rehabilitation personnel, especially
professional and paraprofessional staff, are appropriately and
adequately trained and prepared, a comprehensive statewide
training needs assessment was completed in 2006 with the
assistance of RCEP Region V. Topics suggested were drawn from
the CRC knowledge domains and agency position descriptions i.e.
essential job functions for each job position. Also, topics were
representative of RSA priorities and the emerging trends in each
staff member's profession. Reviewing Institute on Rehabilitation
Issue documents as well as the RSA priorities assures that the
needs assessment represents recent research findings. The RSA
priorities are viewed as informed choice, rehabilitation
technology, the Rehabilitation Act as amended, the Americans
with Disabilities Act, IDEA as amended and Social Security work
incentives. It is planned with RCEP Region V's assistance to
survey staff each year.

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CURRENT NEEDS ASSESSMENT RESULTS

Following is a summary of the most frequent identified training needs for FY 06 to date. Due to the implementation of an automated case management system, software-training needs are evaluated as an on-going process.

**Table Five:
2006/7 Training Needs Summary**

Counseling Topics	Managerial/ Supervisory Topics	Rehab. Assistants	Organizational Topics
Managing Multiple Priorities / Time Management	Labor Relations	Main Computer Program	Critical Thinking Skills
Conflict Resolution	Managing Expectations	Excel	Being a Manager at MRS
Stress Management	Using AWARE Reports	Stress Management	Policy
Case Management / Data Integrity	Managing of Dispute Resolution	Active Listening Skills	Staff / Organizational Development
Psycho / Pharmacological Aspects	Promoting a Constructive Work Culture	Using & Understanding AWARE Reports	Youth Services
College Policy / Plan Development	Supervisory Styles; Leadership	Purchase Orders	Concepts of Leadership
Open Options	Obtaining AWARE Reports	Budget Log-In sheets/ DAFR	Case Service Budget
Assessment	Hearing Preparation	Case Process / Documentation	Clinical Supervision
Employer Contact	Cash Match / Collaborative Development	AWARE Releases	Team Development
Vocational Implications	Staff Development / Teamwork	Overview of Bureau Budget	Group Facilitation
Employer Contact	Asian Culture as related to Disability	Phone Conflict Resolution	Strategic Thinking

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In the Federal In-Service Grant, 'Core Functions' were determined for specific classifications within Michigan Rehabilitation Services. All trainings offered by MRS meet one of the following 'Core Functions.'

Rehabilitation Assistants	
Customer Service	Casework Policy / Data Integrity
Ethic Issues	Case Process & Documentation
Disability Awareness	Teamwork
Diversity & Multiculturalism	Safety in the Workplace
Social Security Updates	AWARE Releases / Reports
Groupwise	Accountability / Quality Control

Rehabilitation Counselors	
Caseload Documentation & Management	Casework Policy / Data Integrity
Vocational Counseling Skills	Vocational Assessment Skills
Eligibility	Assistive Technology
Placement	Ethics
Diversity & Multiculturalism	Customer Service
Social Security & Employer Networks / Updates	AWARE (New Releases)
E-Learn & Open Options	
IPE / Plan Development	Safety in the Workplace

Management	
Partner & Community Development	Union Contract Administration
Diversity & Multiculturalism	Safety in the Workplace
Mediation	Conflict Resolution
Social Security Updates	AWARE Manager Reports
Communication Skills (Division, Negotiation, Department, Bureau) Human Resource Policies (i.e., EEOC, ADA)	

Leadership Development - Allow equal access and treatment for staff that are members of traditionally under-represented groups. The programs below are open to all levels of staff and holds diversity in the roster of participation as the primary objective.	
School for Leadership	Cultural Change Activities
Newly Emerging Managers (Succession Planning)	Departmental Vision and Values

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In FY 2006, three training/organizational development initiatives continued which reflect MRS's further commitment to ensure that all personnel receive appropriate and adequate training. These initiatives continue. They are:

- 1) New Counselor Training Academy: The New Counselor Training Academy was developed for new counselors and newly hired contract staff. This series provides an overview to the history of the public rehabilitation program and process, cultural diversity issues, agency values, and informed choice. It teaches the Rehabilitation Process with associated policy items and best practice utilizing the automated case management system. This also requires E-Learn classes, addressing disability awareness, eligibility, vocational counseling, and ethics.
- 2) Rehabilitation Assistant Training (RA) - The RA training was developed to train new Rehabilitation Assistant that were hired in 2005. The RA training continues to be offered annually for all Rehabilitation Assistants. The training topics are computer programs, automated case management system, travel, ethics, disability awareness, teamwork and customer service.
- 3) The School for Leadership continues with 30-35 staff each year. This school has six two-day sessions a year with structured learning activities, which encourage the development and expression of leadership. There is an expectation that graduates will "give back" to the Bureau as leaders in their local sites as well as in statewide activities. The participants are selected from all positions within the Bureau including support staff. This development of leadership is seen as an important element in succession planning. To date, 158 employees have participated in this program. Alumni activities are provided to continue leadership growth opportunities in local sites as well as statewide experiences and learning opportunities.
- 4) We also are offering a series of training programs for the bureau's other newly promoted managers. The topic areas covered are personnel and discipline, performance management and evaluation, automated case management, effective communication and employee recognition.
- 5) Established an electronic information distribution system for private training vendors.

MRS continues to be involved in an organizational culture change process which supports a constructive culture that is mission-based and which focuses on humanistic, affiliative and achievement principles. The culture change process has relevance for staff capacity building, reorganization, and issues of succession planning. This process is integrated with the Governor's and the department's "Visions and Values" initiative.

Additional training activities are funded through the RSA in-service training grant supplemented by Title I dollars. These funds are allocated to the MRS Central Office for statewide initiatives as well as to local offices and divisions so that local training opportunities are easily coordinated. Staff are also encouraged to take advantage of training opportunities offered by their respective professional organizations and with their community partners.

Research findings are integrated into many training activities offered. Training presenters are asked to incorporate findings from the latest research into their presentations. Examples of presentations in FY 2006/7 using up-to-date research are training programs provided on Autism, Epilepsy, Vocational Evaluation, and Pharmacology in Mental Health Treatment. Training modules placed into MRS E-Learn routinely utilize the findings gained from research and other credible sources.

Section 4.10(e)

Regulation:

Standards to ensure the availability of personnel within the designated State unit or other individuals who are, to the maximum extent feasible, trained to communicate in the native language or mode of communication of an applicant or eligible individual;

Compliance Strategy:

MRS has taken the initiative to hire qualified counselors who are bi-lingual in Spanish or Arabic if the local community has a large population of such ethnic groups. Each office has also posted agency information in English, Spanish, or Arabic, clarifying which bilingual counselors and program materials are available in customer's native language. Materials are available in Braille and other accessible forms, as requested by

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customer. Qualified sign language interpreters are contracted on an as needed basis, except at the Bureau's technical school where interpreters hold FTE positions. The definition of a qualified interpreter in the State of Michigan is found on page 2 of this attachment.

Representatives of the Michigan Rehabilitation Council were involved in providing recommendations and input into the Agency's training initiatives. A large number of representatives of the Michigan Rehabilitation Council continue to be involved in providing input and recommendations into many of the Agency's key training and leadership development initiatives.

Personnel are also trained to understand the following Bureau policy, which indicates a further commitment to communicating in a customer's native language:

MRS POLICY 2250 CLIENT INFORMED CHOICE
....Applicants and eligible individuals shall be informed through appropriate means of communication, about the availability and scope of informed choice....

Section 4.10(f)

Regulation: Coordination of its personnel development system with personnel development under the Individuals with Disabilities Education Act (Section 673).

Compliance Strategies: (Updates will occur with receipt of regulations for 2004 Legislation)

The intent of the Individuals with Disabilities Education Act (IDEA) Section 673 is two-fold.

- 1) to help address State-identified needs for qualified personnel in special education, related services, early intervention, and regular education, to work with children and disabilities; and
- 2) to ensure that those personnel have skills and knowledge, derived from practices that have been determined, through research and experience, to be successful, that are needed to serve those children.

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MRS has a long standing partnership with the Michigan public school system including a formalized interagency agreement between the Michigan Department of Education Office of Special Education and Early Intervention Services and MRS. This interagency agreement has been updated and addresses interdepartmental training issues. It will be updated to reflect any needed changes, once regulations are received for IDEA.

MRS has a current initiative of providing quality transition services to youth. To support this, training programs are developed that include the participation of transition coordinators, intermediate school district staff, personnel from assistive technology centers and MRS staff. Staff from these various entities have been included in the new counselor training academy. MRS participated with Special Education in "Community of Practice" activities to improve transition services to youth. These activities include the High School/High Tech (MIConnections) Guideposts to encourage systems change and program improvement in transition services.

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Att. 4.11(a): Results of Comprehensive Statewide Assessments of the Rehabilitation Needs of Individuals with Disabilities and Need to Establish, Develop, or Improve Community Rehabilitation Programs.

MRS, in collaboration with Michigan Commission for the Blind (MCB) contracted with the Michigan State University (MSU) Office of Rehabilitation and Disability Studies, to perform the 2005 Comprehensive Statewide Needs Assessment. Performed every 3 years, the next Comprehensive Statewide Needs Assessment will be conducted in 2008. The 2008 statewide needs assessment will address the subject of the need to improve or establish community rehabilitation programs, which was not addressed in the previous needs assessment.

The following is a summary of key findings of the Final Report of the 2005 Comprehensive Needs Assessment:

The first set of findings regarding individuals with disabilities was obtained through key informant interviews. The second set of findings was obtained through data analysis, and the third set was obtained through focus groups.

Key Informant Interview Key Findings

Unserved, Underserved or Emerging Populations

The most common response was that those with a specific severe disability or impairment had the greatest unmet need. Primary disabilities included chronic illness, developmental disability and hearing and visual impairments. The second key group of persons with disabilities was the racial and ethnic minority groups including non-English speakers. Certain age groups made up the third largest cluster with youths and senior citizens most commonly addressed. The next category classified as "other disabled social groups" addressed the need of three important populations. These were rural residents, former prison inmates and disabled veterans. The final category addressed those issues not specifically tied to a disability or group and included system criticisms and suggestions for improvement.

Agency Service Methods

The most common support service identified was information and advocacy which entailed information dissemination, support group development, agency partnerships and community interaction. The provision of direct services was the second most frequently cited service. Employment services, training, placement and transportation were included in the responses. Outreach and collaboration with other agencies were also addressed as important service methods (i.e., provide services/referrals to one-stop centers). Specific identification of the workforce investment system as party to meeting the needs of persons with disabilities did not occur among key informants. It is suggested that this issue be addressed in the next needs assessment cycle by completing brief telephone surveys among those involved in one-stop centers or other workforce investment agencies.

Barriers to Service

Limitations of service systems were the most frequently cited barriers for agencies and organizations in addressing the needs of the unserved, under-served, or emerging disability populations. Within this barrier were two subcategories, 'lack of certain services' and 'service systems too bureaucratic', that identified supported employment services as being offered unevenly across the state. Cultural barriers, discrimination and ignorance, consumer limitations, transportation, and socioeconomic factors were additionally identified service barriers.

Recommendations

Staff training was a key response and areas of training include: disability specific training, cultural difference awareness and sensitivity, cross training, effective service practice instruction as well as an understanding of comprehensive and collective client needs including emerging or special disability populations such as women, students, children and geriatric population. Collaborations between VR agencies and other programs and groups were also addressed. Key issues include linking with human services programs as well as improving partnering services and coordination between state agencies, identifying

cooperative agreements and improved and targeted marketing. Increased funding needs were also identified. Specifically to increase staffing, recruit and hire staff with similar characteristics of targeted groups.

Extant Data Analysis Key Findings

An overall analysis shows that fewer women applied for services at MRS and MCB. However, a greater proportion of these women closed with an employment outcome. Further review indicates that a higher proportion of males exited MCB with eligibility determination but no IPE. Overall these findings suggest that, while fewer women applied for services as anticipated, based on population data, those who did were more likely to receive employment outcomes in contrast to their male counterparts.

An analysis of race and ethnicity indicates that no major ethnic groups were unserved. However, the analysis showed that African Americans with disabilities applied for VR services in both MRS and MCB at a much higher rate than their proportion in the state's general population with disabilities. On the other hand, the proportion of Whites that applied for services was less than their overall proportion. Further analysis shows African Americans were less likely to achieve an employment outcome at the time of closure and a higher proportion of them exited without eligibility determination. Opposite trends were observed in the White American group. These findings suggest that African American consumers were under-served in terms of achieving an employment outcome compared to White consumers.

Age and education share a positive relationship. Typically the older the customers the more likely they were to achieve a successful rehabilitation outcome. A higher proportion of transition youth exited MRS with eligibility determination, but no IPE or employment. In terms of age, no group appears to be unserved, given their proportions in the population. Youth applied at rates considerably higher than their overall representation in the population. However, they did not successfully complete the program to the same extent as other age groups.

Focus Group Key Findings

Consumer Needs

The most common request was for assistive technology, equipment, & accommodations including products, training, repair, & maintenance. Consumers also voiced the need for increased support and advocacy from their counselors, including follow-through and respect. The importance of accessible, safe and reliable housing and transportation were ranked high. Finally consumers stressed their need for vocational and educational training including job-readiness and placement.

Barriers to Services

Consumers voiced that there was too much bureaucracy in the process, that eligibility requirements were often vague, and finally that agencies were too protective of resources, often creating territories and exercising a lack of collaboration. Consumers strongly asserted the need for respect from counselors and believed agencies should continue to increase the education and empowerment of consumers. Consumers' families reinforced that accessible and available transportation and housing has a direct impact on the employability of consumers.

Agency Outreach

Participants encouraged the practice of advertising in media and other advertising outlets as suggested methods for outreach. In addition, they perceived the need for better promotion of services within the community, specifically among minorities, seniors, and employers. Participants believed, with more counselor training and competence as well as with better overall agency-wide collaboration, that consumers would be more satisfied; thus, word of mouth among consumers would be more likely to occur. The use of an accessible website or hotline phone number and making presentations to high schools, youth programs, colleges could also enhance outreach efforts.

The Executive Director of the Michigan Rehabilitation Council (MRC) assisted Project Excellence in designing an approach to the needs assessment study and helped to

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identify key informants. In addition MRS continues to collaborate with the Michigan Rehabilitation Council in determining customer needs. The agency works together with MRC to perform customer satisfaction surveys, facilitates and participates in focus group planning, and works together to find solutions to problems that are identified. The MRC has been very instrumental in assessing customer needs and satisfaction in connection with the MRS operated Michigan Career and Technical Institute.

In addition to the statewide needs assessment described above, the agency continues to utilize a variety of methods by which to obtain information pertaining to the needs of individuals with disabilities in the state. Disability Voice (Town Hall) meetings, coordinated by the Statewide Independent Living Council, MRS, The Michigan Rehabilitation Council, the Developmental Disability Council and other disability advocacy organizations, have been held at various locations throughout the state to obtain feedback about the needs of individuals with significant and most significant disabilities in their local communities. Ongoing analysis of the effectiveness of the rehabilitation program is occurring on an annual basis through the 1) administration of a customer satisfaction survey; 2) monthly assessment of the agency's attainment of the RSA performance indicators; and 3) provision and analysis of data related to the agency's strategic initiatives.

Att. 4.11(b): Annual Estimate of Individuals to be Served and
Costs of Services.

- 1) An estimated 13% or 835,017 of civilian, non-institutionalized men and women aged 16-64 in Michigan reported having a disability in 2005. Disability was defined as a "health problem or disability which prevents them from working or which limits the kind or amount of work they can do."

Data from this same time period shows 288,081 or 34.5% of the civilian, non-institutionalized men and women reported having a disability were employed. An estimated 546,936 (65.5%) persons with disabilities in Michigan are unemployed and potentially eligible for services. (The above figures were derived using The U.S. Census Bureau American Fact Find S1801. Disability Characteristics, Data Set: 2005 American Community Survey for Michigan.

- 2) Michigan Rehabilitation Services served 46,750 individuals during the 2006 fiscal year. During that same time period 2,284 persons received supported employment services, 1,065 of whom received services funded under Title VI; Part B. It is estimated that we will serve approximately 1-3% additional individuals under Title I in FY 2008 and approximately 900 persons under Title VIb for the time period covered by this plan.
- 3) The cost of services for an estimated number of individuals that could apply for services (excluding program administration costs) is predicted to be \$483,491,424. This figure was determined using the estimated number of people in Michigan that could apply for services (546,936). Assuming they all were eligible and had open cases in various statuses during a full fiscal year, we multiplied the average amount we spent on each customer during FY 2006 (\$884) and applied it to the estimated population.

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Att.4.11(c)(1): State's Goals and Priorities for the
Vocational Rehabilitation and Supported
Employment Programs

(1) MRS has identified major goals and priorities that represent the Agency's priorities in carrying out the vocational rehabilitation and supported employment programs. Each of these major goals and priorities links with Department of Labor and Economic Growth (DLEG) goals to assure provision of integrated and coordinated services to customers. The major goals and priorities are:

A. MRS will improve the employment outcomes and self-sufficiency for persons with disabilities in Michigan.

In order to accomplish this goal, MRS will meet or exceed the federally mandated evaluation standards and performance indicators; manage the Michigan Career and Technical Institute (MCTI) to provide comprehensive vocational services to 1050 persons with disabilities and sustain a job placement rate of 80%; and manage MCTI to increase programmatic access and employment outcomes for minority populations from the current baseline of 20% of enrollment and 15% of graduates.

B. MRS will achieve excellent customer service for people with disabilities by providing timely, appropriate, and comprehensive rehabilitation services.

In order to accomplish this goal, MRS will earn an overall customer satisfaction rating of 80% by 2008 with a current benchmark of 79%; utilize external and internal case review and audit processes as continuous improvement tools (e.g. state and federal audits); obtain or maintain 90% compliance with timeliness requirements required under the State Plan; synthesize all recommendations from internal and external feedback mechanisms to identify continuous improvement targets and develop strategies to address these targets; and assess and identify technology needs and resources for successful customer outcomes.

C. MRS will contribute toward the development of a 21st century workforce, grow Michigan's businesses and entrepreneurship by providing quality acquisition, retention, and small business development services to persons with disabilities.

In order to accomplish the goal, MRS will provide at least 4,500 acquisition and retention services to at least 2,300 unique employers; assist at least 150 persons with disabilities per year in developing small businesses and achieve at least 75 successful small business outcomes; will meet or exceed established baseline goals for employee satisfaction with specific goals in 2008 and will collaborate with DLEG units to assure representation of persons with disabilities in reshaping the Michigan workforce and Regional Skills Alliance initiatives; effectively utilize employer and Business Advisory Council (BAC) input to plan and improve program effectiveness; Michigan Disability Management Program will provide 425 customers fee-for-service, return to work and at-risk ergonomic assessments and will provide prevention education and training for at least 100 Michigan businesses with third party responsibility (i.e., Workers' Compensation, auto no-fault, and long term disability).

- D. MRS will develop strategic partnerships that enhance program outcomes through grants administration, collaboration and advocacy.

In order to accomplish this goal, MRS will effectively administer the grants that support the Centers for Independent Living and the Michigan Rehabilitation Council, which advocates for the rights of people with disabilities; advocate for the needs of persons with disabilities on the State and local Workforce Development Boards (WBD); work with the Michigan Commission for the Blind, Michigan Disability Rights Coalition, Statewide Independent Living Council, Michigan Association of Centers for Independent Living, and the Michigan Rehabilitation Council in partnership for assessing and addressing the need of Michigan's citizens with disabilities; and continue partnership forums to further validate and implement appropriate recommendations made during the 2004 Partnership Forum.

- E. MRS will integrate the Governor's and DLEG's visions and values as part of the Bureau's cultural change process.

MRS work teams will be inclusive and cross-functional and have geographic and ethnic representation. Work team members will seek broad based input from Bureau staff to

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ensure inclusion. MRS will complete long term planning to update Bureau vision, mission, values, principles and strategies to proactively plan and align for 21st century vocational rehabilitation operations and continuous improvements. Each MRS unit will assess the impact of their FY 2006 cultural plan and use the findings to refine/adjust their cultural change plan for FY 2007. In support of the Bureau Director, Ambassadors will serve as a communication link between MRS and the Department (Employee Growth and Development Team) to facilitate inclusion by promoting organizational vision and values as outlined in Department assignments. MRS will enhance inclusion and promote vision and values by continuing the School for Leadership and other professional development learning opportunities. Accomplishments will be recognized across the entire Bureau at least annually. In 2007 the Strategic Workforce Development Plan will be finalized and implemented. This plan will be consistent with the DLEG Strategic Workforce Development Plan. MRS will finalize the Redesign Plan during FY 2007, secure DLEG approval, initiate alignment, and prioritize Bureau work activities based on customer driven needs.

- F. MRS will promote equitable distribution of staff, funds and other resources by using a Resource Allocation Formula (RAM) based upon the most recent census figures.

In order to accomplish this goal, MRS will consistently apply agency policies statewide as measured by case review data and feedback from customers; provide culturally competent services for minority customers that lead to successful employment outcomes; assure that the number of minority customers served and rehabilitated are in direct proportion to the prevalence of disability among minority populations and work with the Statewide Independent Living Council and Disability Network/Michigan in developing reliable processes for assessing the equity of the IL/CIL grant allocation, and take steps to improve the equity.

In summary, MRS's goals and priorities are based upon analysis of the comprehensive needs assessment, the Agency's performance on the standards and indicators, and other available information on the operation of the vocational rehabilitation and supported employment programs, including reports from the State Rehabilitation Council and monitoring activities carried out by the Rehabilitation Services

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Administration. Specifically, the Statewide needs assessment, internal and external audits, MRS and town hall meetings, a statewide partnership forum, customer satisfaction data (consumer and employer) and other studies have been utilized in the formulation of MRS's goals and priorities, including Project Excellence 911 data analysis.

The Agency's goals and priorities, including any revisions, are jointly developed, agreed to, and reviewed annually by MRS and the Michigan Rehabilitation Council (MRC).

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Att.4.11(c)(4): Goals and Plans for Distribution of Title VI,
Part B Funds.

- (4) MRS plans to offer a wide range of supported employment services to persons with the most significant disabilities throughout the state. Agreements with schools and community mental health service providers will continue to form the basis of most supported employment services in FY 2008. MRS expects to utilize a decreasing Title VI B allotment of approximately \$700,000 and supplement it with Title I funds in order to meet the demand supported employment services. MRS expects to serve about 900 persons with Title VI B funds in FY 2008.

The entire Title VI-B award for FY 2008 will be distributed to district offices in the form of case service funds. The funds will be used primarily to purchase job coaching and transitional employment related service from private, non-profit community rehabilitation programs and psychosocial programs.

The size of Title VI-B awards to individual MRS district offices is based on the number of persons with disabilities in the community. The size of a local supported employment program is largely dependent upon consumer demand for the service, as well as the community's ability to fund the long-term supports necessary to maintain consumers in supported employment. It is anticipated that all MRS district offices in FY 2008 will offer supported employment services as a result of either Title VI-B funds, Title I general program funds, and/or expanded cash match agreements with the local community mental health agency.

Att.4.11 (d): State Strategies and Use of Title I Funds for
Innovation and Expansion Activities

Following are the strategies the State will use to address the needs, and to achieve the goals and priorities identified in paragraph (c) of this section.

- A. MRS will improve the employment outcomes and self-sufficiency for persons with disabilities in Michigan.

In order to accomplish this goal, MRS will meet or exceed the federally mandated evaluation standards and performance indicators; manage the Michigan Career and Technical Institute (MCTI) to provide comprehensive vocational services to 1050 persons with disabilities and sustain a job placement rate of 80%; and manage MCTI to increase programmatic access and employment outcomes for minority populations from the current baseline of 20% of enrollment and 15% of graduates.

- B. MRS will achieve excellent customer service for people with disabilities by providing timely, appropriate, and comprehensive rehabilitation services.

In order to accomplish this goal, MRS will earn an overall customer satisfaction rating of 80% by 2008 with a current benchmark of 79%; utilize external and internal case review and audit processes as continuous improvement tools (e.g. state and federal audits); synthesize all recommendations from internal and external feedback mechanisms to identify continuous improvement targets and develop strategies to address these targets; and assess and identify technology needs and resources for successful customer outcomes.

- C. MRS will contribute toward the development of a 21st century workforce, grow Michigan's businesses and entrepreneurship by providing quality acquisition, retention, and small business development services to persons with disabilities.

In order to accomplish the goal, MRS will provide at least 4,500 acquisition and retention services to at least 2,300 unique employers; assist at least 150 persons with disabilities per year in developing small businesses and achieve at least 75 successful small business outcomes; will meet or exceed established baseline goals for employee satisfaction with specific goals in 2008 and will collaborate with DLEG units to assure representation of persons with

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disabilities in reshaping the Michigan workforce and Regional Skills Alliance initiatives; effectively utilize employer and Business Advisory Council (BAC) input to plan and improve program effectiveness; Michigan Disability Management Program will provide 425 customers fee-for-service, return to work and at-risk ergonomic assessments and will provide prevention education and training for at least 100 Michigan businesses with third party responsibility (i.e., Workers' Compensation, auto no fault, and long term disability).

- D. MRS will develop strategic partnerships that enhance program outcomes through grants administration, collaboration, and advocacy.

In order to accomplish this goal, MRS will effectively administer the grants that support the Centers for Independent Living and the Michigan Rehabilitation Council, which advocates for the rights of people with disabilities; advocate for the needs of persons with disabilities on the State and local Workforce Development Boards (WBD); work with the Michigan Commission for the Blind, Michigan Disability Rights Coalition, Statewide Independent Living Council, Michigan Association of Centers for Independent Living, and the Michigan Rehabilitation Council in partnership for assessing and addressing the need of Michigan's citizens with disabilities; and continue partnership forums to further validate and implement appropriate recommendations made during the 2004 Partnership Forum.

- E. MRS will integrate the Governor's and DLEG's visions and values as part of the Bureau's cultural change process.

MRS work teams will be inclusive and cross-functional and have geographic and ethnic representation. Work team members will seek broad based input from Bureau staff to ensure inclusion. MRS will complete long term planning to update Bureau vision, mission, values, principles and strategies to proactively plan and align for 21st century vocational rehabilitation operations and continuous improvements. Each MRS unit will assess the impact of their FY 2006 cultural plan and use the findings to refine/adjust their cultural change plan for FY 2007. In support of the Bureau Director, Ambassadors will serve as a communication link between MRS and the Department (Employee Growth and Development Team) to facilitate inclusion by promoting organizational vision and values as outlined in Department assignments. MRS will enhance inclusion and promote vision and values by continuing the School for Leadership and other professional development

learning opportunities. Accomplishments will be recognized across the entire Bureau at least annually. In 2007 the Strategic Workforce Development Plan will be finalized and implemented. This plan will be consistent with the DLEG Strategic Workforce Development Plan. MRS will finalize the Redesign Plan during FY 2007, secure DLEG approval, initiate alignment, and prioritize Bureau work activities based on customer driven needs.

- F. MRS will promote equitable distribution of staff, funds and other resources by using a Resource Allocation Formula (RAM) based upon the most recent census figures.

In order to accomplish this goal, MRS will consistently apply agency policies statewide as measured by case review data and feedback from customers; provide culturally competent services for minority customers that lead to successful employment outcomes; assure that the number of minority customers served and rehabilitated are in direct proportion to the prevalence of disability among minority populations and work with the Statewide Independent Living Council and Disability Network/Michigan in developing reliable processes for assessing the equity of the IL/CIL grant allocation, and take steps to improve the equity.

- (1) Methods to expand and improve assistive technology services and devices. Assistive technology initiatives have been integrated into each stage of the vocational rehabilitation program. An interagency agreement with the Assistive Technology (AT) Project has resulted in expanded resources to acquire AT devices for consumers. This agreement also calls for periodic statewide training for rehabilitation staff to improve their capacity to serve consumers with AT needs. MRS also plans to develop additional AT resource capacity at Michigan Career and Technical Institute. Special Education Transition Coordinators are invited to participate in a team approach to the provision of AT within the school. Local Community Assistive Technology Project representatives are included to develop stronger vocational rehabilitation linkages to community resources for AT and to foster support of VR staff for local AT initiatives.
- (2) Outreach procedures to identify and serve individuals with disabilities who are minorities and individuals who have been unserved or underserved. Field office business plans have provided an assessment of minority populations in the various districts of the state, identified

specific minority groups, identified allies in the community to help address the needs of these populations, and have developed local strategies for inclusion of greater numbers of members of these groups as customers, vendors, and as rehabilitation staff. Professional organizations, which address the professional development and hiring of rehabilitation staff, are supported and involved in personnel recruitment and hiring. Staff representing the various minority groups have developed liaisons with minority community leaders, participate in community activities, and are able to address customers in their own language. The agency has a minority issues committee to address equitable access to and services by the State's general vocational rehabilitation program. The committee has developed a database, accessible by site and district office, of prevalence of the minority groups receiving services in relation to the prevalence of the minority group in the general population. The committee will be addressing a comparison of the services received by individuals from the minority groups with those received by non-minority customers. The study is focusing on minority group members with significant disabilities, with the most significant disabilities and employment outcomes. Results of the study will direct outreach strategies, improvements in service equity and enhanced employment outcomes.

- (3) Establishing, developing and improving community rehabilitation organizations. Partnerships with the MARO Employment and Training Association, the Statewide Independent Living Council, the Michigan Association of Centers for Independent Living, and with other private for profit and private non-profit organizations have been strengthened to involve them more fully in delivery of vocational rehabilitation services at the state and local levels. Through the expansion, development or improvement of community rehabilitation programs, our partners will assist the state agency in achieving the goals and priorities of the state vocational rehabilitation program. Twenty (20) grants were issued to twenty (20) community rehabilitation organizations for a total of \$948,585 during FY 2007 to expand and improve community rehabilitation programs. In addition, agreements and grants with organizations not meeting the community rehabilitation organization criteria were awarded to broaden availability of services to persons with disabilities, especially those with the most significant disabilities. A primary priority for new CRP grants is:

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"innovative partnerships that promote equitable access for unserved and underserved populations, resulting in quality employment outcomes." Grant goals relating to this priority can include development of youth services, business services, community-based employment services, services to minority populations, and other projects as defined by agency priorities and local business plan priorities.

No new Innovation and Expansion projects were funded for FY 2007 to accommodate a shift in funds from MRS to Michigan Commission for the Blind. The agency plans to issue new "Innovation" grants for FY 2008. They will focus on specific needs and priorities stemming from long-range planning.

- (4) Strategies to improve performance with respect to evaluation standards and performance indicators. These strategies are out-lined above. See particularly goals A, B, and F.
- (5) Strategies for assisting other components of the statewide workforce investment system. Partnerships at the state and local levels support the inclusion of community rehabilitation programs as part of the one-stop service delivery centers. Developing relationships as part of the workforce boards and linking the community rehabilitation organizations, as qualified service providers will expand the availability of vocational rehabilitation services in the local service delivery areas. Providing leadership to the workforce development boards in designing service delivery to include persons with disabilities, especially those with the most significant disabilities, is the goal of the department and the agency and has become a priority for the implementation during the next few years. Several grants to community rehabilitation providers are currently assisting integration of services for persons with disabilities with those of the statewide workforce development system.

Improvements in programmatic and physical accessibility for persons with disabilities in the one-stop system are also occurring in several collaborative activities with the Michigan Works! Association. These include collaborative work done in follow-up to a USDOL accessibility grant and a USDE-funded grant to provide technical assistance products to the statewide Michigan

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Works! system to enhance access and employment outcomes for people with disabilities into this universal one-stop system. MRS continues to be involved in these follow-up activities which include consumer and one-stop agency needs assessment, disability awareness and demystification for staff, removal of artificial and real barriers, improving knowledge of resources and systems related to persons with disabilities, assistive technology, and basic accommodations.

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Att.4.11 (e)(2): Evaluation and Report of Progress in Achieving
Identified Goals and Priorities and Use of
Title I Funds for Innovation and Expansion
Activities

The following goals and priorities were jointly developed and evaluated by the Michigan Rehabilitation Council (MRC) and Michigan Rehabilitation Services (MRS).

Goal A. MRS will improve the employment outcomes for persons with disabilities in Michigan.

Meet or Exceed Federal Performance Measures

This goal was substantially achieved. MRS met or exceeded all of the seven federally mandated performance measures for FY 2006. MRS exceeded its goal in the following performance measures:

Performance Measures	Goal for FY 2006	MRS met or exceeded in FY 2006 as indicated
Change in Number of Employment Outcomes	6,964	7,596
Percent Employed	55.8	57.33%
Employed Competitively	72.6	98.41%
Significant Disability	62.4	91.23%
Earnings Ratio	.52	.552
Self-Support	53.0	62.32
Minority Ratio	0.80	0.88

These performance measures include individuals who received supported employment services.

Meet or Exceed MCTI Service Goals

MCTI exceeded its goal of 1,050 in serving approximately 1,195 customers. Placement statistics reflected 85% of graduates obtained employment, with a goal of 80%. Minority targets of 18% for the school were met. Student totals for 2006 school year were 18% minority. 14% of graduates were minority, an improvement from the prior year's 13%.

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Goal B. MRS will meet or exceed expectations for timely, appropriate, comprehensive rehabilitation services.

Customer Satisfaction

At the end of FY 2006 MRS sustained a 81.1% customer satisfaction rate. The MRC continues to be involved in the Customer Satisfaction Survey process.

Case Review and Audit Process

Improvement of the case review process continued during the third quarter. Feedback regarding casework review results were provided on a statewide basis, through written reports as well as Agency wide conference calls. As a result, compliance with Agency policy improved as well as IPE Planning and Development. Case closure compliance remained steady at 95%.

Responding to preliminary findings and responses to audits performed earlier in the fiscal year, MRS developed and implemented improvement plans as scheduled. Statewide training sessions, utilizing a variety of training formats, were conducted. Casework reviews were conducted as scheduled and a revised casework review process was introduced to further improve policy and service delivery compliance. The MRC made recommendations for improvement in the casework review process. The recommendations were incorporated into a revised review process. The MRC reviews and evaluates the quarterly casework review results.

Casework Technology Implementation

The Alliance Group (the MRS case management technology contractor) has been working collaboratively with Michigan to slowly upgrade the AWARE system to the DOT Net technology. Total migration is expected to be completed during fiscal year 2008. In conjunction with this upgrade, the state's Department of Information Technology (DIT) is installing two AWARE servers that were purchased during 2006 and will be installed during 2007.

During 2006, various reports were developed and implemented for MCTI using the AWARE Service Module (implemented in November 2005).

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Goal C. MRS will contribute toward Michigan's economic and workforce improvement by providing quality services to employers related to persons with disabilities.

Employer Acquisition and Retention Services

MRS met and exceeded its goal of at least 4,200 acquisition and retention services to at least 2,000 employers. MRS provided 4,959 acquisition and retention services to at least 3,032 unique employers.

Small Business Development

MRS exceeded its goal of assisting at least 100 persons with disabilities in exploring the development of a small business opportunity and 70 MRS customers will achieve a small business rehabilitated closure. MRS assisted 221 people with disabilities in developing small businesses with 73 successful outcomes.

Business Services Redesign

Redesign of MRS Business Services is on target. An Employer Satisfaction survey has been developed using FY 2006 data and will be implemented in FY 2007. Four Specialists for Business Services have been hired.

DLEG Collaboration

MRS continues its collaboration with DLEG units to assure representation of persons with disabilities in reshaping the Michigan workforce and Regional Skills Alliance initiatives.

Business Disability Prevention, Education and Training

MRS exceeded its goal of providing prevention education and ergonomic training for at least 100 Michigan employers. One hundred thirty (130) Michigan businesses with third party insurance liability were provided disability prevention education and ergonomic training and consultation. Provision of individual services occurred for 851 at-risk Michigan employees, with a goal of 400. All were satisfied customers.

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Goal D. MRS, in collaboration with departmental and community partners, will minimize duplication of resources resulting in an efficient and effective program delivery system.

Centers for Independent Living Collaboration

Funds were requested to obtain and implement new database software to improve quarterly and annual reports of IL/CIL performance. Along with monthly monitoring of the Independent Living/Centers for Independent Living (IL/CIL) (Disability Networks/Michigan) grant reports, MRS and collaborating partners, including MRC, conducted Total Continuous Quality Improvement site reviews at six CILs during the year.

MRS released more than \$5,000,000 to CILs in Michigan as part of the annual grant process with CILs. The MRC was a partner in reviewing these grants.

Workforce Board Advocacy

The Agency Director continued to participate on the State Workforce Board (CLEG), due to the Governor's reappointment through 2010. The Agency Director was active on the CLEG subcommittee on key industry sectors. The MRS Director chaired and the MRC was represented on the One-Stop Inclusion Group. The MRC member assumed sub work group responsibilities by conducting research and formulating self-evaluation tools for use by the one stop centers. The final report of the Work Group was published April of 2006 and was widely distributed to all One-Stops in Michigan. The Michigan Works Association has assumed the responsibility of monitoring implementation through their Disability Sub-Committee that includes representation by the MRC. MRS District staff continue active participation on local Workforce Boards; many have assumed chair and other leadership roles.

Collaboration with Disability Organizations

Active and productive relationships with major, statewide disability organizations was evident, as demonstrated by substantial MRS executive staff and MRC participation. Examples of effective collaboration are continuation of the Partnership Forum, Youth Leadership Forum, and convening a forum of key disability advocates to enhance interagency collaboration. Upon request from the MRC, the MRS Consumer Cadre provided

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consultation on a variety of customer issues relevant to the internal workings of the agency's service delivery system. The Cadre met all plan objectives including senior manager participation, advising executives, and meeting with partners. They are in the process of completing formal evaluation, including staff feedback to determine the future course.

Partnership Forums

Priorities were identified in October 2005 and work groups were established to address the three top gaps identified in employment services for people with disabilities in Michigan. MRS successfully co-sponsored the 3rd Partnership Forum in May 2006 with continued significant participation and collaboration of over 11 statewide partners. Three action teams emerged with charges to begin testing/implementing strategies for three priorities: soft skills, regional councils, and marketing. Soft skills recommendations incorporated into CLEG deliberations. MRC is represented on each of the action teams.

Goal E. MRS will integrate the Governor's and DLEG's visions and values into the Agency's visions and values through a cultural change process.

The MRC is part of all major agency work groups, ensuring that the voice of the customer is at the table.

Empowerment of Employees

Cross-functional, geographical and ethnic representation on all work groups is an ongoing activity, also includes all management interview teams. Communication plan is being developed and will be implemented in 2007 with assistance of Ambassadors to foster and maintain open and timely communication across all levels of MRS. New Ambassador Team members facilitate communication throughout the Agency and the Department, assist with the development of the Agency wide Action Plan and work with offices and districts culture promoting the DLEG's and MRS's mission and values. The MRC is represented on the Ambassador Team.

Inclusion of People with Disabilities

MRS is actively working with Bureau of Workforce Programs, MCB, and MCDC to promote and reinforce inclusive policy and practices in One-Stop Centers. A One-Stop Inclusion document for all Michigan Works! Centers was published in April, 2006.

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Cultural Change

The Ambassador Team is working with the Director to improve inclusion through better communication strategies. The MRC is represented on the Ambassador Team. An e-mail protocol was distributed and unit activities to improve communication were developed. A Communication Recommendation Report will be presented to the Director and Senior Managers in early 2007. All District operational plans include improvement activities.

Leadership Development

The School for Leadership graduated 32 staff members in July 2006. A new design team is in place and plans for FY 2007 sessions are underway. Professional development training such as Generational Management also supports this goal.

Model Access In State Government

MRS staff continue to participate on DLEG and State ADA workgroups. The One-Stop Inclusion document has been widely distributed and presented at the Michigan Works! Conference.

Goal F. MRS will promote equity in resource distribution of staff, funds and customer service and outcomes throughout the organization.

Equitable Resource Distribution

MRS distributed staff, funds and other resources to field service districts using a resource allocation model based on existing current census data pertaining to the number of persons with disabilities located within the geographic boundaries of each district office.

Consistent Application of Statewide Policies

As a result of findings from statewide and federal monitoring review processes, MRS provided training sessions to MRS staff from June to September 2006 in order to promote consistent statewide compliance and application of agency policies. Statewide policy compliance is obtained through ongoing communication, collaboration, and consultation between the agency's policy manager, quality assurance consultant, and district, site and central office managers and staff. In addition, the MRC Service Delivery Effectiveness Committee

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provides feedback about service delivery processes as they affect consumers.

Quarterly casework reviews were conducted to monitor improvements in policy compliance and service delivery.

Achievement of Supported Employment Goals

MRS projected serving 1200 persons in FY 2006 with title VI B funds. Due to a decrease of these funds only 1,065 individuals with the most significant disabilities were served with Title VI B funds. However, an additional 1,119 were served with Title I funds. All districts in the state provided supported employment services to eligible customers who sought them.

Report of use of Funds Reserved for Innovation and Expansion Activities

Pursuant to 361.35(a)(2), during FY 2006, the agency provided the Michigan Rehabilitation Council with \$308,000 from Title I to support the funding of the resource plan for the Council's operations, and provided the State Independent Living Council with \$85,518 from Title I to support the funding of the resource plan for the Council's operations.

No additional Innovation and Expansion projects were awarded for FY 2006 using reserved funds.

Attachment 6.3: Quality, Scope, and Extent of Supported
Employment Services

MRS plans to offer a variety of supported employment services to persons with the most significant disabilities throughout the state. Agreements with schools and community mental health service providers continue to form the basis of most supported employment services. Services through these agreements include, but are not limited to individual community based placement, psychosocial rehabilitation via clubhouse programs, job coaching, job referral, job development, job placement, and long-term follow along. Some programs include enclaves and short-term trial work experiences to assist the consumer in making an informed choice in selecting a vocational goal. Person centered planning is typically used to assist individuals referred by mental health programs in selecting an employment goal, services and service providers selecting an employment goal, services and service providers that are needed to reach the person's supported employment goal.

MRS and the state Department of Community Health (DCH), and local Community Mental Health providers, work together to organize, plan, deliver, and fund supported employment as one method to strengthen vocational program options for persons with the most significant disabilities. MRS and DCH collaborated in the development of a "Guidelines for Supported Employment" document, that provides guidance for local partners in developing and implementing supported employment for mutual customers. These guidelines identify federal standards for supported employment programs provided by MRS, and procedures for the coordination of services, in particular, the transition to extended support services after MRS services are provided. The interagency agreement prescribes that the transition from MRS services to extended services occur when the worker has stabilized in employment (When job coaching is utilized 25% or less time for the worker), and the worker has substantially met the goal for the number of hours of employment identified in the IPE. MRS policies for Supported Employment were updated in FY 2005. The "Guidelines for Supported Employment" are in the process of being reviewed for possible updating in FY 2008.

State agency field offices will continue to implement transitional employment approaches in local partnership agreements with community mental health and school programs.

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Specific strategies and support services are used for students with the most significant disabilities, such as longer job coach utilization and assistive technology. Michigan Rehabilitation Services, Department of Education, Special Education and Early Intervention Services, and the Department of Community Health, Mental Health and Substance Abuse Services Division, continue their collaboration to improve supported employment resources for youth at state and local levels.

In FY 2006, \$864,551 Title VI-B funds were spent, representing approximately 30% of all funds expended on supported employment that year. The remaining funds came from Title I, for a total of \$2,866,134 expended. MRS expects to spend similar sums in FY 2008. Persons with intellectual and developmental disabilities continue to comprise the largest group served, followed by persons with mental illness. Over 2200 individuals were provided supported employment services in 2006. We expect comparable volume of service in FY 2008.